

# **U. S. DEPARTMENT OF LABOR**

**Assistant Secretary  
For  
Veterans' Employment and Training**

## **ANNUAL REPORT**

**TO**

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**PREPARED BY:**

**OFFICE OF THE ASSISTANT SECRETARY  
FOR VETERANS' EMPLOYMENT AND TRAINING  
U. S. DEPARTMENT OF LABOR  
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## **Introduction**

The Department of Labor (DOL) administers a variety of programs and other activities designed to help veterans find jobs and training opportunities. This report, required by Title 38, United States Code (U.S.C.) §4107(c) and §4212(c), describes both the programs and activities for which the Office of the Assistant Secretary for Veterans' Employment and Training (OASVET) has primary responsibilities and those veteran programs and activities administered by other DOL agencies and the Department of Veterans Affairs.

Some of the activities described in this report are carried out on a program year (PY) basis while others operate on a fiscal year (FY). For this report the appropriate reporting periods are PY 1998 (July 1, 1998 through June 30, 1999) and FY 1999 (October 1, 1998 through September 30, 1999).

## **Executive Summary**

The Veterans' Employment and Training Service (VETS) continues to focus on initiatives designed to improve its operational and programmatic performance. The VETS Operations and Programs Activity Report was created to enhance communications within the Agency as well as to ensure that state issues with the new service delivery systems were monitored and resolved.

VETS continued the licensing and certification efforts started last FY. VETS has been working with the employment and training community, with employers and unions, and with Federal and state licensing agencies to see if we can make the certification and licensing process work for rather than against veterans. VETS is developing a licensing and certification website to better prepare current and former military personnel for civilian credentialing by providing an easily accessible, consolidated source of information on credentialing requirements and to provide customized information that is tailored to the unique needs of current and former military personnel. The website is projected to be online as of January 1, 2000.

VETS provided grants to state or local government and non-profit organizations through the Homeless Veterans Reintegration Project to expedite the reintegration of homeless veterans into the labor force. During PY 1998, these grantees served 4,136 homeless veterans, of whom 2,059 were placed in jobs.

VETS also provided grants to states and non-profit organizations through the Job Training Partnership Act (JTPA) to fund programs which provide training, retraining, education, job placement and support services to targeted populations of veterans. During PY 1998, these grantees enrolled 3,923 veterans, of whom 2,193 were placed in unsubsidized employment. Over 3,370 participants received classroom training and 262 received placement in on-the-job training positions.

The Veterans Employment Opportunities Act of 1998 (VEOA) gave VETS the investigative responsibility for veterans preference claims within the Federal Government. To ensure quality service for these veterans, VETS developed training for 125 investigators within the Agency. VETS resolved 263 veterans preference complaints in FY 1999.

Additionally, VETS' staff resolved 1,020 Uniformed Services Employment and Reemployment Rights Act (USERRA) complaints, recovering \$652,597 in lost wages and benefits for veterans and Reservists.

480,546 veterans and other eligibles were helped into jobs by the State Employment Security Agencies (SESAs). This represents 27 percent of those veterans and other eligibles who registered for service with the SESAs compared to the 18 percent of the non-veterans who registered and were helped into jobs. The number of veterans helped into jobs by SESAs represents only a portion of the veterans that VETS assisted. Many veterans get jobs because of VETS' efforts, either directly or indirectly, but are not quantified. For instance, VETS' enforcement of the VEOA and USERRA leads to employment for veterans in many instances. VETS conducts marketing efforts to promote

veterans to employers, but there is no way for VETS to track these veteran hires. Also, particularly now and in the years to come, an increasing number of veterans will get jobs through the electronic tools provided over the Internet, including the Department's America's Job Bank and America's Talent Bank. Additionally, over 124,000 separating military personnel attended VETS' Transition Assistance Program (TAP) workshops. Many put the lessons learned about job searches to the test and obtained jobs without registering with the job service. Finally, VETS' reports are not able to count some of the veterans that get jobs through the public employment service system. If a veteran in one state gets a job in another state, the local office cannot take placement credit. In some cases, veterans may be referred to existing job openings, but are hired several months later after the job order is closed at the employment office, thus not counting as a placement. If the help a veteran received preparing a job search plan, resume, or employer contact effort results in a job offer, but is 91 days after the last contact with the DVOP or LVER that helped him or her, the local office can not claim credit for the veteran who obtained that job.

Through the Federal Contractor Program 590,518 job openings were listed with the State employment service and 16,185 special disabled and Vietnam Era veterans received jobs. Federal contractors reported that there are currently 1,330,056 special disabled and Vietnam Era veterans employed by Federal contractors. Of this number 140,998 were new hires.

VA and VETS continue to work in partnership on behalf of VR&C Chapter 31 veterans. VETS exceeded the Strategic Plan entered employment goal by 5% in FY 1999. The FY 1999 entered employment rate exceeded the FY 1998 entered employment rate by 16%. This means that 4,567 special disabled veterans became gainfully employed during 1999.

This annual report is provided in accordance with Section 4107 of Title 38. The purpose of this report, besides complying with existing law, is to present a more complete and informative report to Congress of the activities of the Veterans' Employment and Training Service. In that regard VETS has included data beyond the mandated reporting requirements.

# **SECTION I**

## **Office of the Assistant Secretary** **for** **Veterans' Employment and Training**

The Assistant Secretary for Veterans' Employment and Training (ASVET) is appointed by the President, with the advice and consent of the Senate, to serve as the principal advisor to the Secretary of Labor in the formulation and implementation of all DOL policies and procedures designed to carry out veterans' employment and training services, to assure proper veterans' employment emphasis under Federal contracts, to protect and advance veterans' reemployment rights, and to advise the Secretary regarding all other DOL employment, unemployment, and training programs to the extent that they affect veterans.

The ASVET position was created by Public Law No. 96-466 in October 1980, to replace the Deputy Assistant Secretary for Veterans' Employment position created by Public Law No. 94-502 in October 1976. The bipartisan Congressional intent was to establish leadership of the Department's programs for services to veterans at the policy-making level, and thereby help to ensure that Congressional mandates for "an effective (1) job and job training counseling service program, (2) employment placement service program, and (3) job training placement service program for eligible veterans" are carried out by the DOL. The Office of the Assistant Secretary for Veterans' Employment and Training (OASVET) was established by Secretary's Order No. 5-81 in December 1981.

Since the establishment of the OASVET, the responsibility for administering most of the major programs and for establishing administrative controls governing veterans' employment and training services under 38 U.S.C. Chapters 41, 42, and 43; under 29 U.S.C. §1721, and under 42 U.S.C. §11448 has been consolidated in the OASVET. The OASVET also has a lead role, together with the Departments of Defense (DOD) and Veterans' Affairs (VA), in implementation of the Transition Assistance Program, which is authorized at 10 U.S.C. §1144.

### **Vision:**

The vision of VETS is that by focusing at all times on our customers' needs, we will provide veterans and others the high quality and timely services they require in order to succeed in the changing labor exchange environment.

### **Mission:**

The mission of the Veterans Employment and Training Service is to promote the economic security of America's veterans by minimizing unemployment and underemployment among veterans with service connected disabilities and among other targeted veterans groups, and by providing the maximum of employment and training opportunities to all veterans and other eligible person.

# **Organizational Structure**

## **National Office:**

### **Office of the Assistant Secretary for Veterans' Employment and Training:**

The OASVET represents the headquarters component of the organization and is headed by an Assistant Secretary and a Deputy Assistant Secretary. The OASVET is comprised of two offices that support VETS' ongoing activities and a specialized team engaged in strategic planning, marketing and legislative analysis. In FY 1999, VETS' headquarters operations were carried out by 32 employees. OASVET responsibilities include:

- Grants to states to fund veterans' program specialists employed in state employment service offices [38 U.S.C., Chapter 41];
- Grants to states, nonprofit organizations, and Service Delivery Areas (SDAs) under Title IV, Part C, of the Job Training Partnership Act (JTPA) [29 U.S.C. §1721] to provide employment and training services to eligible veterans;
- Grants to state or local governments and non-profit organizations through the Homeless Veterans Reintegration Project (HVRP) [42 U.S.C., §11448] to expedite the reintegration of homeless veterans into the labor force.
- Promulgating Federal regulations establishing performance standards for states' delivery of employment services to veterans and for monitoring, through field staff, the performance of grantees against those standards;
- Investigation and mediation of complaints by veterans, Reservists, and National Guard members regarding employment and reemployment rights, including pension rights [38 U.S.C., Chapter 43];
- A nationwide outreach and public information program to inform veterans, Reservists, and National Guard members of the services available to them, and to inform private sector employers of their responsibilities regarding employment and reemployment of veterans and the services available to employers;
- Fact finding in cases of complaints from veterans against Federal agencies' hiring practices; and,
- Leadership and coordination of TAP for separating service members.

### **Office of Agency Management and Budget:**

This office advises the Assistant Secretary on the financial management of the agency, administers agency oversight and internal controls to ensure program integrity, serves as the agency's grant officer and contracting technical representative, and provides agency leadership in

process planning, budget development, policy analysis, and administration. Staff provide personnel management, procurement, records management, and other administrative services.

Strategic Planning, Marketing, and Legislative Analysis Team:

This group researches, analyzes, and interprets data relating to VETS' customers and their needs. It provides leadership and facilitates long-range strategic planning and develops public information and marketing efforts for employers and the general public emphasizing the value of veterans as quality employees and the services available from VETS. The team tracks and analyzes legislation, prepares testimony for the Assistant Secretary, and coordinates the development, publication, and dissemination of information about agency activities and long-range goals.

Office of Operations and Programs:

This office carries out line management responsibilities related to VETS' field activities, including the formulation of operating budgets, budget execution and staffing, development of annual operating plans, implementation of individual and program performance standards, and evaluation of regional, state, individual, and program performance.

The office advises the Assistant Secretary in formulating, interpreting, and implementing all agency statutory and related Department policies and procedures. It assures that the appropriate emphasis is given to veterans' employment issues by other Federal agencies and Federal contractors. It investigates complaints by veterans, Reservists, and National Guard members regarding their employment and reemployment rights, investigates complaints of failure to provide veterans' preference in Federal government hiring, and provides technical assistance to employers and others regarding all veterans employment programs and policies.

**Regional & State Offices:**

VETS carries out its responsibilities through a nationwide network that includes seven Regional Administrators for Veterans' Employment and Training (RAVET), an Assistant Regional Administrator (ARA) in each regional office, a Director for Veterans' Employment and Training (DVET) in each state, an Assistant Director for Veterans' Employment and Training (ADVET) for every 250,000 veterans and eligible persons in each state, Veterans' Program Specialists (VPS), and a Veterans' Program Assistant (VPA) in each state. There were 222 staff positions in the field in FY 1999.

VETS field staff are responsible for employment and training programs within their assigned region or state and work closely with and provide technical assistance to State Employment Security Agencies (SESAs), and the Job Training Partnership Act (JTPA) grant recipients. They also ensure that veterans are provided the priority services required by law and coordinate activities and programs with employers, labor unions, veterans' service organizations, and community organizations. Such cooperative efforts are accomplished through planned outreach and public information activities to encourage the private sector to use all legislatively authorized employment and training service opportunities to help veterans.



Additionally, VETS field staff investigate complaints under the Uniformed Services Employment and Reemployment Rights Act (USERRA) against private and public employers (including Federal agencies). Their role is to assure employer compliance with job, seniority and pension rights of veterans due to absences from work attributable to military service or training and protect employment and retention rights of members of the National Guard and reserves. They accept and process complaints from individuals who have problems or questions regarding reemployment rights, investigate cases and mediate settlements, and monitor the status of claims referred to the Department of Justice and the Office of Special Council. They provide technical assistance and information to veterans, Reservists, National Guard members, military personnel, attorneys, and employers.

Field staff maintain liaison and cooperative relationships with a variety of agencies and organizations to promote veterans' programs. VETS field staff coordinate with the Office of Personnel Management (OPM) to resolve complaints from veterans against Federal agencies based on alleged failures to observe veterans' preference requirements.

To fulfill the requirements of Title 38, U.S.C., Chapter 41, i.e., securing and maintaining priority services to veterans within the public employment service system administered by SESAs, VETS field staff carry out a variety of evaluation visits and outreach efforts. Outreach, advocacy and public information contacts include visits and meetings with employers, unions, veterans' service organizations, and community-based organizations. During FY 1999, VETS field staff conducted 1,311 on-site evaluations of local employment service offices. Consistent with responsibilities under 29 U.S.C. §1721 and 42 U.S.C. §11448, they also conducted 120 on-site evaluation visits of JTPA, Title IV, Part C and HVRP grant programs. Their responsibilities include the negotiation and monitoring of SESA quantitative measurements of services to veterans.

With enactment of Public Law No. 101-237, 101-510 and 102-484, VETS field staff also coordinate with installation representatives of DOD and VA regional representatives, veteran service organizations (VSO), and SESAs to ensure that TAP is effectively administered.

## Local Veterans' Employment Representatives

The Local Veterans' Employment Representative (LVER) program was first authorized under the original "GI Bill," the Servicemen's Readjustment Act of 1944; P.L.78-346. As amended by P.L.100-323 and more recently by P.L.102-16, it is codified at Section 4104 of Title 38, United States Code (38 U.S.C. § 4104). The program provides grants to SESAs for the appointment of LVER staff to positions identified in Local Employment Service Offices (LESO) to enhance the services provided to veterans through oversight, technical support, and the direct provision of services.

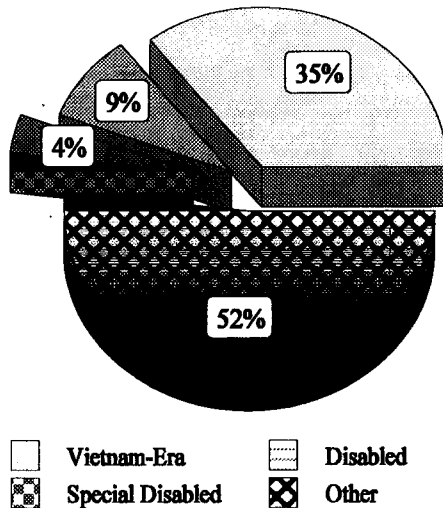
One full-time LVER is generally assigned in each LESO which had 1,100 or more veterans registered in the preceding 12-month reporting period, and a half-time LVER in those offices with less than 1,100, but more than 350 veterans registered in the previous 12-month reporting period. An additional LVER may be appointed to an office for every 1,500 veterans above the 1,100 level.

The FY 1999 LVER appropriation of \$77.078 million funded 1,309 of the 1,600 LVER positions authorized under 38 U.S.C. § 4104.

During PY 1998, LVER staff served a total of 498,401 veterans. Of this total, 176,616 (35%) were Vietnam-era Veterans; 43,691 (9%) were Disabled Veterans; and 20,326 (4%) were Special Disabled Veterans.

(See Chart 1 (left) for a demographic breakout of Veterans served by LVER staff nationally.)

**Veterans Served by LVER Staff by Category**



**Chart 1**

Of the 311,049 veterans referred to employment, 47 %, or 147,163, entered employment. Similarly, of the 28,763 disabled veterans referred to employment, 13,292 (46 %) entered employment and 5,987 (46 %) of the 13,107 special disabled veterans referred to employment entered employment.

Additionally, 4,562 disabled veterans and 2,323 special disabled veterans were counseled; 6,697 disabled veterans and 3,485 special disabled veterans received vocational guidance; and 3,743 disabled and 2,294 special disabled veterans were assigned for intensive services to a case manager.

Attachment 4 in the Appendix provides a breakout of services provided by LVER staff by service category.

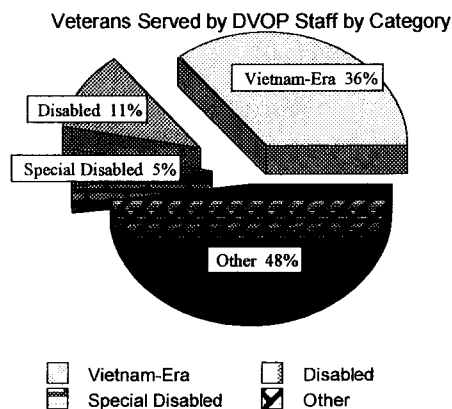
## Disabled Veterans' Outreach Program

The Disabled Veterans' Outreach Program (DVOP) was first established by Executive Order in 1977. It was later authorized by Public Law (P.L.) 96-466, the Veterans' Rehabilitation and Education Amendments of 1980, and is codified at Section 4103A of Title 38, United States Code (38 U.S.C. §4103A). DVOP grants are made to State Employment Security Agencies (SESAs) according to the distribution formula prescribed by law and administrative regulations. The DVOP section of the statute formerly authorized the Veterans' Employment and Training Service (VETS) to request funds for SESAs to support one DVOP specialist for each 5,300 Vietnam-era and disabled veterans residing in each State. P.L. 103-568 changed the statutory formula to one DVOP specialist for every 6,900 disabled, Vietnam-era, and post Vietnam-era veterans residing in a State.

The Fiscal Year (FY) 1999 appropriation for the DVOP program of \$80.040 million supported a plan of 1,467 DVOP specialist, 579 fewer than the formula level. The actual number of DVOP positions paid nationally in FY 1999 was 1,413 or 96% of the planned level. The average cost per DVOP position was \$56,641, including all operating expenses.

In Program Year (PY) 1998 (July 1, 1998 - June 30, 1999), 498,655 veterans received services from DVOP specialists. DVOP Specialists counseled 36,789 veterans, provided case management services for 31,768 veterans, provided vocational guidance to 79,215 veterans, referred 24,769 veterans to Federal training, and referred 308,895 to jobs. Because of the various services provided by DVOP specialists, 136,705 (44%) of the veterans referred to employment found jobs.

Of the 498,655 veterans who received services from DVOP specialists 177,078 (36%) were Vietnam-era veterans, as characterized in the chart. These services provided by DVOP specialists to these Vietnam-Era veterans include: 12,907 counseled; 11,621 were provided case management services; 28,033 were provided vocational guidance services; and 9,261 were referred to Federal training. Of the 107,638 Vietnam-era veterans referred to jobs by DVOP specialists, 47,108 (44%) entered employment.



DVOP specialists also provided services to 53,984 disabled veterans (11% of total veterans). Some of the services provided were: counseled 6,297; case management services 7,374; vocational guidance services 9,013; and referred to Federal training 4,616. Of the 32,633 disabled veterans referred to jobs by a DVOP specialist, 15,319 (47%) entered employment.

DVOP specialists provided services to 25,884 special disabled veterans (5% of total veterans).

Chart 2

Services provided to special disabled veterans include: counseled 3,227; case management services 4,961; vocational guidance services 4,644; referred to Federal training 2,517; referred to jobs 15,249. Of the 15,249 referred to jobs, 7,266 (48%) entered employment.

See *Chart 2* above and Attachment 3 in the Appendix for a breakout of the services provided by DVOP specialists.

# **Job Training Partnership Act**

## **Title IV, Part C**

The statutory intent of the Job Training Partnership Act (JTPA), Title IV, Part C (IV-C) is to serve the employment and training needs of targeted veterans populations, those being Vietnam-era, service-connected disabled, and recently separated veterans (within four years of separation). With the passage of P.L.105-220, Workforce Investment Act of 1998, Section 168, this eligible population has been expanded to include those veterans who served during a period of war or have received a campaign badge or expedition medal, and veterans with significant barriers to employment.

JTPA Title IV-C funds are used to fund programs which provide training, retraining, education, job placement, and support services including testing, counseling, and formal classroom and on-the-job training. These programs complement services generally provided by States through the mainstream JTPA program operators under Titles II and III, and the Wagner Peyser Act. The programs provided by Title IV-C allow for specialized employment, training and educational resources to be tailored to meet the needs of the specific target populations of veterans to be served. In many programs, minority, women, homeless and/or disabled veterans are targeted to receive these specialized services.

In Program Year (PY) 1998 (July 1, 1998 - June 30, 1999), JTPA Title IV-C funding for PY 1998 was \$7.3 million. The PY 1998 competitive grants allowed for two-year grant periods for those grantees whose programs and services proved to be effective based on their performance reports, VETS staff field monitoring reports and the availability of additional PY 1999 funds. Eleven (11) grants were awarded competitively, for a total of \$5.8 million. The remaining \$1.5 million in JTPA Title IV-C funding was expended as described below.

The PY 1998 Placement and Enrollment Goals were 1,800 and 3,100 respectively. Accomplishments exceeded planned goals with 3,923 veteran enrollments, including placement in unsubsidized employment of 2,193 veterans - 56 percent of those actually served. More than 2,313 Vietnam-era veterans, 898 recently separated veterans and 761 service-connected disabled veterans received services. Over 3,370 participants received classroom(core) training and 262 received placement in on-the-job training positions.

Discretionary JTPA, Title IV-C funds in the amount of \$1,452,827 were allocated for innovative and unique pilot, demonstration and research projects which include Black Veterans for Social Justice, Brooklyn, NY, VetTech/New England Shelter, Women's Research and Education Institute, Communication Workers of America, Pro-Vet/Tennessee, Western New York Housing, Microsoft 2000/Maryland, PowerComm/Massachusetts, Licensing and Certification/Ohio, Worcester City/Massachusetts, Native American/Montana, and Wisconsin.

## **Homeless Veterans**

### **Reintegration Project**

The Homeless Veterans Reintegration Project (HVRP) was authorized under Section 738 of the Stewart B. McKinney Homeless Assistance Act in July 1987 (42 USC 11448). Funds are awarded competitively to units of State or local government and non-profit organizations. The purpose of the program is to "expedite the reintegration of homeless veterans into the labor force."

Grants provide an array of services toward that end, directly and through linkages in the local community. Supportive services such as clothing, shelter, referral to medical or substance abuse treatment, and transportation assistance are provided to meet the needs of this target group. As this program is employment focused, the veterans also receive the employment and training services they need to reenter the labor market. Job counseling, resume preparation, job development and placement are among the services that may be provided. Veterans that have experienced homelessness themselves serve as outreach workers to locate and advise homeless veterans of the services offered by the program.

The HVRP program was not funded for Fiscal Years '95, '96 and '97. The program was reauthorized by Public Laws 105-41 and 105-114 for Fiscal Years 1998 and 1999 respectively. VETS received an appropriation of \$3 million for FY 1998.

[Note: Because the appropriation was delayed until November 13, 1997, and some current grantees were going to lose their funding at the beginning of December, VETS utilized approximately \$350,000 of the \$3 million appropriation to "bridge" existing grants that would otherwise expire before a competition could be held for the Fiscal Year 1998 funds.]

VETS announced two separate competitions during FY 1998. The first was targeted for the largest U.S. cities where the need was the greatest. The second was open to rural areas to determine what works best in such locales. VETS awarded grants for both competitions on April 1, 1998 through March 31, 1999.

VETS FY 1999 appropriation for the Homeless Veterans Reintegration Project was \$3 million. These funds provided for a second year option to those grantees awarded grants in the urban areas beginning April 1, and funded another competition for those rural areas that did not have the option of extending which began July 1, 1999. Based upon the availability of funds, VETS funded some discretionary projects and continued to provide funding in support of stand downs for homeless veterans.

As of March 31, 1999, results for a full year of activity FY 1998 show 4,136 homeless veterans served, of whom 2,059 have been placed in jobs. HVRP provides job placement assistance and, when needed, job training. VETS is providing this assistance at a current national average cost per placement of \$1,326.

## **Uniformed Services Employment and Reemployment Rights**

The USERRA was signed into law on October 13, 1994, and is codified at title 38, chapter 43, United States Code. USERRA is a complete revision of the predecessor Veterans' Reemployment Rights (VRR) law. USERRA continues to protect civilian job rights and benefits for veterans, members of the National Guard and Reserves.

### **Cases Opened:**

In FY 1999, VETS opened 1,029 new cases, a decrease of two percent from the 1,051 cases opened in FY 1998. Investigation continued in 171 cases opened in the previous fiscal year.

Of the FY 1999 cases opened, 662 (64 percent) involved private employers, 210 (20 percent) involved States or the political subdivisions of States, and 157 (15 percent) involved Federal agencies. Cases were opened for 776 (75 percent) Reserve and National Guard personnel, 227 (22 percent) for veterans, and 26 (three percent) for persons who were undergoing examination or applying for military service.

Many cases involved multiple issues. Of the 1,029 cases opened in FY 1999, there were 1,333 issues. These issues included 243 (18 percent) refusal to reinstate or re-employ the individuals following a period of military service; 458 (34 percent) employment discrimination because of a person's military service or obligations, or because of person's actions to enforce the protections of USERRA; 37 (three percent) layoffs because of military obligation; 55 (four percent) refusal of employers to hire individuals with military obligations; and 12 (one percent) discharge of individuals during the period of protection from discharge without cause.

The issues involving other than the hiring or firing of claimants included: 59 (four percent) seniority; 29 (two percent) failure to provide non-seniority benefits; 61 (five percent) denied promotions; 45 (three percent) vacation; 6 (one percent) accommodation or retraining of service members; 38 (three percent) retraining or reasonable accommodations for disabled service members; 45 (three percent) pay rates; 40 (three percent) on status in employment; 63 (five percent) involving employee pension benefit plan issues; 22 (two percent) health benefit plans; and 120 (nine percent) not covered by specified issue codes.

### **Cases Resolved:**

VETS closed 1,020 cases in FY 1999, of which 853 (84 percent) were closed in 90 days or less and an additional 66 (six percent) were closed between 90 and 120 days. Two cases remained open for more than 365 days at the end of FY 1999.

Of the 1,020 closed USERRA cases, 398 claims (39 percent) were resolved through VETS mediation efforts. VETS actions resulted in \$652,597 in lost wages and benefits being recovered for claimants. There were 72 (seven percent) individuals who chose to withdraw their claims during the investigation. In 314 cases (31 percent), investigations resulted in determinations that the claims were without merit, and in 43 cases (four percent) claimants were determined not eligible for benefits sought. In 135 cases (13 percent), there was administrative closure because claimants did

not cooperate with the investigation or simultaneously pursued the same claim with the assistance of a third party. The remaining six percent of the cases were processed for referral to either the Attorney General or the Office of Special Counsel.

During 1999, VETS investigated and successfully resolved a USERRA complaint that had significant national implications. The case involved a major auto maker. As a direct result of the VETS investigator's efforts, an amicable resolution was reached that resulted in the proper crediting of seniority for purposes of longevity pay increases for employees who are absent from the job to perform a period of service in the uniformed services. This case caused a change in the employer's national policy that ensured that all its employees who perform military service are accorded their legal entitlements upon their return to work. This case was similar in scope to two 1998 USERRA cases involving pension entitlements for employees of a different major auto maker and a major international trade union. In both of those cases, VETS efforts also led to resolutions that benefitted service members and led to revisions in the military leave policies of the employers involved.

Cases of Reprisal:

Section 4311(c)(1) of title 38 provides that an employer may not discriminate in employment against or take any adverse employment action against any person because that person had testified in connection with a proceeding or assisted with an investigation. In FY 1999, VETS did not receive any reprisal complaints.

Subpoenas:

VETS issued no subpoenas in FY 1999.

Attorney General:

Upon a claimant's request pursuant to 38 U.S.C. §4323(a)(1), VETS refers to the Attorney General complaints against private employers and States when VETS' efforts do not resolve the complaint. The Civil Division of the Department of Justice (Civil Division) and the United States Attorneys Offices (USAO) act on behalf of the Attorney General in USERRA matters.

VETS refers cases to the Civil Division through DOL's Regional Solicitors (RSOL). Each referral includes the VETS investigative file, a memorandum analyzing the case and recommending, based upon the facts and the law, whether representation should be provided or declined, and the RSOL's analysis and recommendation.

Based upon a review of the record, the Civil Division either forwards the case to the USAO for review and appropriate action or declines representation and returns it to the RSOL due to a lack of merit. If the USAO is reasonably satisfied that the claimant is entitled to the benefits sought, the USAO, often with the assistance of the RSOL, represents the claimant and attempts to resolve the matter, through litigation if necessary.

In FY 1999, the Civil Division received 37 cases from the Secretary.

Office of Special Counsel:

USERRA clarified and significantly strengthened the employment and reemployment rights of Federal employees who perform in a uniformed service. In doing so, the Act provided new



responsibilities for the Office of Special Counsel (OSC). In FY 1999 the OSC received seven USERRA referrals from the DOL.

Trends:

The 1997 and 1998 reports noted that in claims filed against Federal employers the cases that are not resolved quickly often tend to take more time to bring to closure than similar non-Federal cases. During FY 1997, the average age for non-Federal cases closed was 63 days, while Federal cases closed averaged 67 days. For FY 1998, the gap widened substantially, to 65 days for non-Federal employer cases vs. 74 days for Federal employer cases. Also, while the total number of new cases opened in 1998 decreased nearly 16 percent from FY 1997, the number of Federal cases opened increased more than 50 percent, from 102 cases in FY 1997 to 155 cases in FY 1998. The trend with respect to numbers of cases opened was arrested in FY 1999. More importantly, the trend with respect to case processing time was significantly reversed last year. The number of cases overall as well as the number of Federal cases opened were within two percentage points of the previous year's totals. The average age for all cases closed in 1999 decreased from 64 to 59 days. For Federal cases, the decrease in average age at closure was remarkable: from 74 days in FY 1998 to 58 days in FY 1999, a year-to-year improvement of 16 days. Two factors that contributed to improvement in the area of Federal USERRA compliance are the continuing Federal employer USERRA outreach conducted by VETS (described below), and training on USERRA and Federal employment provided VETS staff at the National Veterans' Training Institute during FY 1999.

Efforts to Improve Employers' Awareness of USERRA:

*USERRA Advisor:* The USERRA Advisor system, introduced by Secretary Herman on November 24, 1997, provides electronic information on USERRA to employers as well as protected persons on the Department of Labor Internet home page at <http://www.dol.gov>. The Advisor can be found in the VETS section of the Department's "elaws" page.

*Employer Outreach:* Beginning in FY 1998 and continuing throughout FY 1999, Secretary Herman led a sweeping and aggressive USERRA educational outreach directed at employers. VETS mailed USERRA informational materials to 60,000 Federal contractors and sub-contractors, including most of the Nation's largest corporations. VETS followed that mailing with an outreach to nearly 1,000 associations and other organizations that represent the full spectrum of private American employers.

Over the past two years, VETS has greatly expanded efforts to improve awareness of USERRA among Federal executive employers at all levels. As a major component of the department's overall USERRA outreach campaign, VETS staff have continued to seek opportunities to address human resources professionals within the executive branch. By November 1999, all the cabinet agencies had been provided USERRA outreach briefings and/or educational materials. In addition, numerous other large agencies in the executive branch have hosted USERRA presentations, including the Merit System Protection Board (MSPB). These outreach efforts will continue indefinitely. VETS believes that establishing links with headquarters-level managers in the agencies will foster improved compliance throughout those agencies, down to the local office level.

Legislative Action Recommendations:

VETS has no recommendations for new legislation to amend USERRA. Early in FY 1999, the Congress passed and the President signed veterans legislation that contained three USERRA amendments in which we had previously expressed a strong interest. The amendments: provide USERRA coverage for persons employed overseas by U.S. employers; provide that the MSPB will adjudicate VRR law claims against Federal employers arising prior to USERRA's enactment; and improve USERRA enforcement mechanisms for employees of State governments.

## **Veterans' Preference**

The Veterans Employment Opportunities Act of 1998 (VEOA) was signed into law on October 31, 1998 and is codified at title 5, Chapter 33, United States Code. Section 3, Improved Redress for Preference Eligibles, transferred the administrative redress provisions of Veterans Preference to the U. S. Department of Labor, Veterans' Employment and Training Service (VETS).

Veterans' preference regulations under which we work today stem from the 1944 Veterans' Preference Act. By law, veterans are entitled to employment preference for Federal civil service jobs, under certain eligibility conditions and criteria based on time of service, duration of service and service-connected disability status. Veterans' preference entitles a veteran to 5-point or 10-point added to examination scores if specific eligibility requirements are met. Veterans preference also protects preference eligibles during a time of reduction in force (RIF).

The VEOA guarantees that qualified veterans who have three or more years of honorable military service, and are otherwise eligible for preference status, can now apply for any Federal job previously restricted to "civil service status" candidates only. The law, therefore, considers military service time as an equivalent to civil service experience. The law also extends veterans preference to certain jobs in the government's legislative and judicial branches. The law does not give preference to veterans not already having it and jobs open only to candidates within a certain agency are not affected.

The most significant impact for VETS is that it, not the Office of Personnel Management (OPM), will now be investigating complaints regarding possible violations of Federal veterans preference statute and regulations. If a person believes his or her eligibility for preference is not being extended for the purposes of hiring or a RIF, that person may file a complaint, in writing, to the Secretary of Labor within 60 days of the alleged violation. VETS will investigate each complaint and try to bring about voluntary compliance. If resolution cannot be achieved within 60 days, the claimant may appeal to the Merit Systems Protection Board (MSPB). If the MSPB does not issue a decision within 120 days, the claimant may seek judicial redress in U. S. District Court.

In addition, knowing failure by a government official to comply with veterans' preference requirements will now be treated as a prohibited personnel practice (PPP). Disciplinary action can range all the way up to termination.

During this past year, VETS has trained approximately 125 investigators at the National Veterans Training Institute to prepare them to investigate veterans' preference complaints.

Complaints received and disposition for FY 1999 are as follows:

Complaints received:

Issue Hiring	276
Issue RIF	23
Total	299

Disposition:

Hiring closed with merit:	28
Hiring closed without merit:	212
RIF closed with merit:	2
RIF closed without merit:	21
Total closed:	263

Total remaining open:	36
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# **Federal Contractor Veterans'**

## **Employment Program**

### **(VETS-100)**

Title 38, United States Code, 4212(d), requires that Federal contractors and subcontractors report annually the number of special disabled veterans and Vietnam-era veterans in their workforce by job category and hiring location and the total number of new hires, including the number of targeted veterans hired during the reporting period. For the September 2000 reporting date, in accordance with The Veterans' Employment Opportunities Act (VEOA), Public Law 105-339, Federal contractors and subcontractors will also be required to report any other veterans who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized. Implementing regulations found at 41 CFR Part 61-250 are currently under revision within the Department.

For the 1998 reporting period, 38,804 federal contractors and subcontractors submitted VETS-100 Reports. Every reporting organization is required to submit a separate report for each employing site. About 32,400 of the reporting contractors are single establishment organizations that submit only one VETS-100 report. About 6,400 of the contractors are multiple establishment organizations. These multiple establishment reporting organizations each submitted one VETS-100 Report for their headquarters locations and about 147,000 VETS-100 reports for employing sites other than the headquarters locations. These organizations also submitted about 9,000 state consolidated reports, each of which includes within one report the information for multiple employing sites in a single state.

In all, 38,804 reporting Federal contractors and subcontractors submitted 194,580 reports for employing sites for 1998. These reports indicated that 74,664 special disabled and 1,255,392 Vietnam-era were current Federal contractor employees. New hires reported for this period were 15,500 special disabled and 125,498 Vietnam-era veterans.

As of the end of December 1999, 32,418 Federal contractors and subcontractors have submitted a VETS-100 for the 1999 reporting period. Information on the number of special disabled and Vietnam-era veterans for this period is not available. An automation system is being developed that should allow VETS to report the numbers of these veterans in the 2000 report.

Under the VEOA there is a new category of veterans to be reported. The category "other veterans" on the VETS-100 Report describes veterans who have received a campaign badge or expeditionary medal. Due to the large number of campaign medals authorized and periods covered, information on this new category of veterans may be a hardship for employers to collect.

## **National Veterans' Training Institute**

Recognizing the need for improved employment assistance, through the training of personnel involved in the provision of employment, job training, counseling, placement, and related services to veterans and reservists, VETS initiated a comprehensive training program in 1987 by creating the National Veterans' Training Institute (NVTI). In 1988, Congress authorized NVTI as a permanent institution (Public Law 100-323, enacted May 20, 1988).

Originally funded by a grant to the State of Colorado for the operation of NVTI through the University of Colorado at Denver (UCD), VETS funded NVTI with a direct grant to UCD in FY 1989. The funding mechanism changed during FY 1990-1992 following a competitive contract process, as a result of which UCD was awarded a contract to operate NVTI for one year (with two option years) beginning in January, 1990. A new contract for operation of NVTI was awarded to UCD through open competition effective March 1, 1993, for one year with four option years. The NVTI contract was competed again in FY 1998, resulting in UCD being awarded the contract again, with authority to continue with option years based on successful performance.

The training institute has proven to be an extremely effective instrument for ensuring a uniform high quality of services throughout the Nation. NVTI's curriculum is structured primarily to meet the training needs of LVER and DVOP specialists affiliated with the SESAs in all 50 States, the District of Columbia, and Puerto Rico/Virgin Islands. NVTI has proven efficient at meeting new training needs as they arise such as in the case of Transition Assistance Program (TAP), Uniformed Services' Employment and Reemployment Rights Act (USERRA), grants management, case management, and more recently, Federal Veterans' Preference and USERRA discrimination provisions.

In FY 1999, VETS continued to offer training through NVTI for SESA and VETS staff in case management, and in the successful management and oversight of the case management process. These two case management training offerings will improve skills in this function, so critical to effective client service in the developing of a "one-stop career center" service environment. In addition, NVTI offered Orientation to Veterans' Programs to One-Stop-Career Center implementation States, and developed "Federal Veterans' Preference and Anti-Discrimination" and "Case Management Review" courses, as well as developing "Distance Learning Technologies" courses to enable NVTI to reach more veterans' service staff with limited resources (Case Management, Labor Employment Specialist, Veterans Benefits and Case Management Review). The Veterans' Benefits course is now delivered using "Distance Learning Technologies" only. In addition to case management training, NVTI continued to offer the same range of courses throughout FY 1999, placing highest priority on the training of DVOP specialists and LVER staff in its presentations of the Labor Employment Specialist, Veterans' Benefits, and Case Management courses. TAP related training also continued for the military branches as well as for contractor facilitators. Off-site class sessions of selected courses continued to be presented at sites around the nation selected on the basis of cost-effectiveness and participant accessibility.

A new course was developed for VETS' staff, to provide training on Federal Veterans' Preference and USERRA Sec. 4311 complaints. This course combines classroom participation with

pre-training distance learning techniques which enables VETS staff to receive the highest quality training with a minimum amount of on-site time and expense.

The training mission of NVTI also extends to others involved in services to veterans, including VETS national, regional, and State level staff. In FY 1999, with the \$2 million appropriation provided, NVTI trained a total of 2,135 participants. Of this total, 651 participants were DVOP and 502 LVER staff. The remainder of the participants were from the Department of Defense (DOD) (216), State Employment Security Agencies (SESAs) (473 - participants other than DVOP and LVER staff, but from SESAs, including many One-Stop career center staff from WIA/One-Stop implementation States), VETS (135), and other veterans' services providers accounted for 158 participants.

## **Transition Assistance Program**

In November 1990, with the enactment of Public Law 101-510, the TAP pilot was authorized as a permanent program under Title 10, United States Code, Chapter 58, Section 1144. TAP operates as a partnership between DOL, DOD, DOT and VA. This partnership also exists at the local level, where memoranda of understanding spell out the responsibilities of SESAs, military installations, VETS and VA.

In FY 1999, there were 3,342 TAP workshops provided to 124,136 participants. The program averaged 279 monthly workshops this year, an increase of 2.9 % over FY 1998, during which 3,247 workshops were conducted. The year ended with 166 active TAP sites in 45 States. VETS has concentrated its efforts on the transitioning servicemember. All those involved in TAP - DVETs, SESA staff (DVOP and LVER), service commanders and installation coordinators, veterans' service organizations and employers - make quality a program priority. VETS tries to ensure that all involved in TAP are cognizant of, and enthusiastic about, their role and responsibilities.



## **Advisory Committee on Veterans'** **Employment and Training**

Pursuant to Section 8 of the Veterans' Benefits Amendments Act of 1991 (Public Law 102-16) and Section 9 of the Federal Advisory Committee Act (FACA) (Public Law 92-462, 5 U.S.C. app. II) the Advisory Committee on Veterans Employment and Training (ACVET) was established. The ACVET's authority is codified in 38 U.S.C, Section 4110. Notice of its chartering was published in the Federal Register on August 10, 1994 (Volume 59 FR 40923). The ACVET was re-chartered on October 6, 1998.

The ACVET is responsible for assessing the employment and training needs of the nation's veterans; for evaluating the effectiveness with which existing DOL programs deliver required services to our nation's veterans; and, where deficiencies are detected, to recommend appropriate remedial action.

The ACVET consists of 16 members. By law, it must have membership of at least 12, but no more than 18 individuals appointed by the Secretary of Labor. Included are: representatives nominated by veterans' organizations that have a national employment program, and not more than six individuals who are recognized authorities in business, employment, training, rehabilitation, or labor and who are not employees of the Department of Labor.

The following, or their representatives, are ex-officio, nonvoting members of the ACVET: The Secretaries of Veterans Affairs, Defense, Health and Human Services, and Education; the Assistant Secretaries of Labor for Veterans' Employment and Training, and Employment and Training; the Chair of the Equal Employment Opportunity Commission, the Administrator of the Small Business Administration; the Postmaster General; the Directors of the Office of Personnel Management, and the United States Employment Service; and other representatives of nationally based organizations with a significant involvement in veterans' employment and training programs.

The ACVET met three times in FY 1999. As required by law, the ACVET submitted its annual report on the employment and training needs of veterans to the Secretary of Labor on July 1, 1999. The report conveyed three recommendations to the Secretary;

1. That, in connection with the Department of Labor's Fiscal Year 2000 budget, you ask the Office of Management and Budget and the President, if necessary, for the entire \$10,000,000 authorized for the Homeless Veterans Reintegration Project, to assist the one-third of our Nation's homeless who are veterans, and their families;
2. That you take steps to ensure that the regulations being promulgated to implement the Workforce Investment Act of 1998 contain provisions which will direct serious attention to the special needs of veterans, especially disabled veterans and veterans with significant barriers to employment; and
3. That you create an "Incentive Fund" to reward Local Workforce Investment Areas and States that for a particularly outstanding job of successfully addressing and meeting the special needs of veterans, particularly disabled veterans and veterans with significant barriers to employment. This

fund could be created from one or more of the discretionary pools of money available to the Secretary of Labor for activities that are deemed to be of the highest national priority within the statutorily limited mandates of the particular statute governing each potential funding source. While this Incentive Fund can be relatively modest in size in relation to the more than \$3,000,000,000 available under the Workforce Investment Act, it must be of sufficient size to be a true incentive to the Local Workforce Investment Boards to improve their performance in assisting veterans in their Local Workforce Investment Areas to obtain and sustain meaningful employment at a decent living wage.

## **Licensing and Certification Initiative**

Studies have shown that licensing and certification (credentialing) requirements for civilian employment pose a barrier to a smooth transition from military service to civilian employment. For the last two years, VETS has been working with the VA, DOD, the employment and training community, with employers and unions, and with federal and State licensing agencies to see if we can make the certification and licensing process work for rather than against veterans.

### **Interagency Task Force on Certification and Licensing of Transitioning Military Personnel**

The purpose of this initiative is to determine the best course of action to take to ensure that separating military members do not face barriers when attempting to obtain civilian credentialing for technical and professional employment, primarily within the Federal government. Members have learned what role the Federal government plays in the credentialing arena, how members can facilitate each other's work and avoid duplication of effort, and raised the awareness of this licensing and certification issue at their agencies.

The Task Force was created on April 24, 1998, by the Departments of Labor and Veterans Affairs. The Task Force was scheduled to terminate on April 24, 1999. However, both agencies agreed to extend the Task Force for an additional period of time. An Interim Report was provided to the Deputy Secretaries in November 1998. The Task Force members have broken up into smaller groups (panels):

- Federal Credentialing Initiatives Panel - will work to document and promote federal initiatives between different agencies. Two initiatives to be promoted are naval aviation and the Federal Aviation Administration (FAA), and naval training and the Coast Guard. The agencies agreed to work on creating ways for naval aviators to easily obtain needed FAA licenses, and for navy seamen to obtain Coast Guard licenses necessary to work on non-military vessels.
- Military Marketing Panel - will work to promote the provision of credentialing information to both service members and the training commands of each service.
- Civilian Marketing Panel - will work to heighten the awareness of military training and education programs to civilian credentialing boards.
- Federal Employment Panel - will work to meet with personnel officials of each of the federal agencies to determine the hiring practices of veterans and provide strategies to them about how they can more effectively recruit transitioning service members.

The Federal level agencies involved include the Departments of Agriculture, Commerce, Defense (to include the services and the Office of the Secretary of Defense, and the Defense Activity for Non-Traditional Education Support - DANTES ), Education, Health and Human Services, Housing and Urban Development, Interior, Justice, Labor (VETS and the Bureau of Apprenticeship and Training), Transportation (including the Coast Guard, Federal Aviation

Administration and the Federal Highway Administration), Veterans' Affairs, Environmental Protection Agency and non-cabinet level agencies such as the General Services Administration, Military Sealift Command, National Occupational Information Coordinating Committee, National Partnership for Reinventing Government, National Skill Standards Board, Office of Personnel Management, Small Business Administration and the U. S. Customs Service.

### **State Pilot on Certification and Licensing**

State pilot coordinators in five States have completed their work on certification and licensing as it impacts certain occupations in their individual States. Final reports are being completed at this time. The coordinators are also creating Technical Assistance Guides (TAGs) for separating personnel and veterans, which will serve as step-by-step guides to obtaining the necessary credentials in their chosen fields. Two of the original five States -- Ohio and Maryland -- will continue with the pilot. Other States may participate based on interest, need and availability of grant funds. A manual is being developed to provide direction and guidance for those States interested in piloting occupations within their borders, and for nationwide use at the appropriate time.

## **TAP SPECIAL PROJECTS ACTIVITIES**

### **ProVet (Promoting Re-employment Opportunities for Veterans)**

Although not directly a certification and licensing project, it is related. In ProVet, two States, North Carolina and Tennessee, are matching employers with transitioning service members separating in their States. In Tennessee, transitioning servicemembers from local TAP workshops with skills as computer repairers and information technology professionals are being matched with local employers looking for employees with those skills. In North Carolina, DVOP specialists are sending combat arms veterans to manufacturers looking for dependable, trainable employees. A special marketing campaign is an integral part of ProVet. The marketing campaign alerts employers and employees of this program, through public service announcements on the radio and in newspapers.

### **Microsoft IT Veterans' Programs**

Pilot programs began in Pennsylvania and Maryland with support of Microsoft to train transitioning military in information technologies for smoother transition into civilian careers. Although Microsoft no longer actively assists with marketing efforts, it will maintain the program and the Transition Assistance Programs in these States will continue to advertise this training and certification opportunity.

### **Communication Workers of America (CWA) Military To Work Project**

This is another program available through TAP throughout the country. The Internet program allows transitioning military members and veterans to self-register, take an assessment test and receive an evaluation of their technical abilities. The program is designed to help users to determine the best job match for their skills, interests, and career goals for high technology jobs within the telecommunications industry. Fully qualified registrants are referred to high profile employers, (i.e. Lucent Technologies, AT&T, U.S. West, etc.) within the telecommunications field.

Those transitioning military members and veterans who may require additional training or course work are directed to apprenticeship and skill certification programs that will enable them to qualify for career building jobs in the rapidly expanding telecommunications industry.

CISCO Systems has come on board as of January 24, 1999, and has incorporated a fully automated assessment component onto the licensing and certification web site linked to the VETS Home Page. CISCO Systems has also included an on-line distance learning component that includes:

- Computer Literacy Assessment and Training;
- A+ Computer Technology Assessment and Training; and
- CISCO Certified Network Associate (CCNA) Assessment and Training

### **PowerComm Foundation**

VETS is also working to help separating military personnel who have served in specialties like ordnance for which few civilian equivalent occupations exist. This summer, VETS provided grant funds to the PowerComm Foundation in Boston. This grant will allow newly separated veterans, older veterans and a few homeless veterans to receive training at an International Brotherhood of Electrical Workers (IBEW) training center. Program participants will graduate with nationally recognized IBEW certification in fields such as electrician, telecommunications installer and journeyman lineman.

### **Military and Veterans' Credentialing Website Development**

Not all military personnel are aware of the fact that they may not be able to practice in their chosen field in the civilian sector without first obtaining a license or certification. By providing information on licensure and certification requirements to current and former military personnel, VETS will help to minimize the disruption in employment that occurs at the time of transition.

The purpose of the VETS' licensing and certification or "credentialing" website is to better prepare current and former military personnel for civilian credentialing by providing an easily accessible, consolidated source of information on credentialing requirements and to provide customized information that is tailored to the unique needs of current and former military personnel. The website will provide two basic types of information:

- general information on credentialing and how it affects military personnel; and
- occupation-specific information.

"Gap analysis" will help to shape the occupation-specific information contained on the website for 25 targeted military occupations that require credentialing. It will entail identifying gaps between military training and civilian credentialing requirements for the targeted occupations. By identifying what additional training or experience is required in order for military personnel to meet credentialing requirements, the website will provide critical information to DOL/VETS current and future constituency.

The website has two key components:

- Transitioning to Civilian Careers – designed for servicemembers and veterans seeking information about civilian licensure and certification.;
- Hiring Qualified Veterans – intended for employers seeking access to a qualified pool of skilled labor and credentialing board officials who would like to learn more about how to assess the comparability of military and civilian training.

This VETS' website link, which will be on-line and available to the general public on January 1, 2000, will also provide information and links to other resources to bring military credentials and experience to the civilian workplace.

### **CompTIA Initiative**

CompTIA, the Computing Technology Industry Association, is a 17-year-old association representing over 8,000 computer hardware and software manufacturers, distributors, retailers, resellers, system integrators, training, service, telecommunications and Internet companies. This membership organization provides training and certifies potential employees, and then hosts a talent bank to help member firms locate suitable applicants.

VETS recently entered into a partnership with CompTIA in which VETS will provide \$200,000 to identify and train transitioning personnel to become A + and Network + certified (a vendor-neutral certification created by CompTIA). Instruction will be provided by New Horizons Training Center, one of the nation's largest training companies. Graduates will then be hired by All Bases Covered, a computer services consulting company serving both large and small businesses throughout California and several other States.

Although this initiative has just started, it should be up and running in December 1999 or January 2000.

## **SECTION II**

### **Other Federal Activities Serving Veterans**

#### **State Employment Security Agencies**

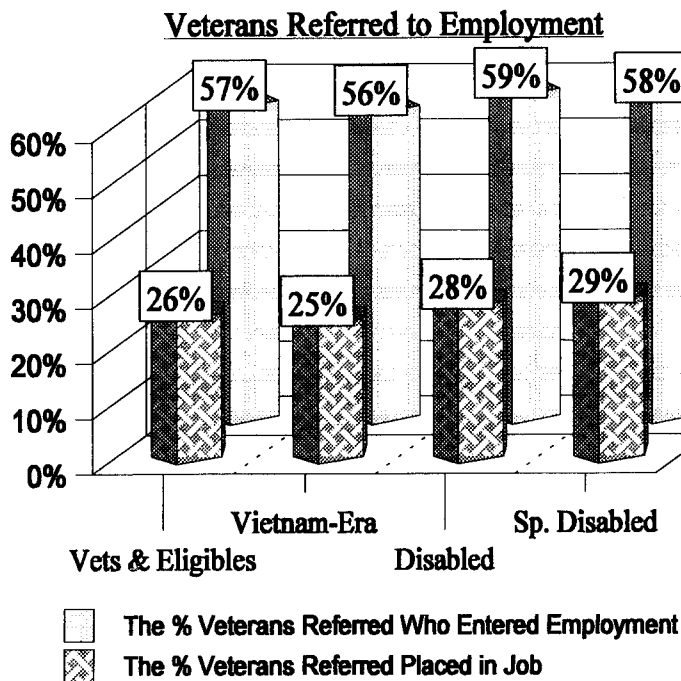
The State Employment Security Agencies (SESAs) remain the primary service delivery agents in Fiscal Year (FY) 1999 for the delivery of public labor exchange services for veterans, principally through the two programs funded by VETS -- the Disabled Veterans' Outreach Program (DVOP) and Local Veterans' Employment Representative (LVER) program. The workforce service delivery environment is moving toward an integrated service delivery system of One-Stop Career Centers (OSCCs). By the end of FY 1998, all States, Territories, and the District of Columbia had been provided funds to support the new OSCC concept. VETS' State Directors continue to work closely with their Employment and Training Administration (ETA) counterparts to maximize services provided to veterans. The ETA Solicitation for Grant Applications (SGA) for OSCC implementation funds required States to clearly identify how they will integrate VETS' funded programs in their service delivery system.

In FY 1995, the ASVET issued policy guidance that focused the Employment Service's staff attention on those veterans most in need of job search assistance. Staff in every Local Employment Service Office (LESO) are to screen veterans to determine their level of need for specialized services and whether the DVOP specialist or LVER is the most appropriate professional to provide the necessary assistance using a case management approach to service delivery. This needs-based approach is designed to screen for those veterans who are in most need of facilitated labor-exchange services provided for the office by either DVOP specialists or LVER staff serving as a case manager. Two percent of all registered veterans, eight percent of disabled veterans and ten percent of special disabled veterans received case management services in Program Year (PY) 1998, ending June 30, 1999.

#### **Services to Veterans:**

In PY 1998, the SESAs registered a total of 17,507,514 applicants consisting of 1,800,387 veterans and other eligibles and 15,707,127 non-veterans. Veterans groups are registered by type as follows: Vietnam-era, 612,436; disabled 134,590; special disabled 62,123; and other eligible persons, 6,426. (See Attachment 6 for breakout of veterans groups registered by age and by State.) The number of total veterans and other eligible persons registered in PY 1998 fell by approximately 59,000 from the number registered in PY1997, a reduction of three percent. This decrease may have been due, in part, to (1) the improving economic conditions in many parts of the country, (2) the increased number of unregistered veterans who may access self-help modalities (e.g. Internet access to jobs for job-ready/career-set veterans), and 3) the decrease in SESA funding levels which have led to decreases in staffing levels and subsequent service levels. Since PY1997, the number of Vietnam-era veterans registered for services fell 8.7 percent, approximately 58,000.

The number of disabled veterans registered for services decreased by 9,636 while the number of special disabled veterans registered decreased by 146.



**Chart 3**

### **Entered Employment Rates**

Of the 1,800,387 veterans and other eligibles registered, 480,546 or 27% were reported as "entered employments," while only 18% of the non-veterans registered were reported as "entered employment." The "entered employment" rates for Vietnam-era veterans was 26%, for disabled veterans the rate was 31% and for special disabled veterans the rate was 30%. The term "entered employment" refers to those applicants who were provided services and were either directly "placed" in a job opening listed with or developed by the SESA, or who "obtained employment" on their own following the receipt of employment-related services which did not immediately yield a job placement.

### **Veterans Referred/Placed in Employment:**

*(Definition of Placed in Employment:* The hiring of an applicant by a public or private employer after being sent (or "referred") to a job opening by staff of the ES or by other staff co-located or outstationed in cooperation with the ES agency provided that all of the following steps were completed: (a) prepared a job order prior to referral except in the case of a job development contact on behalf of a specific applicant, (b) made prior referral arrangements with the employer, (c) referred an individual to a job opening, who was not designated by the employer except for referrals to agricultural job orders for a specific crew leader or worker, (d) verified from a reliable source, preferably the employer, that the applicant had entered work, and (e) recorded the hire as a "placement" in the agency data base.)

A total of 836,851 or 46% of the registered veterans and other eligible persons received referrals to an interview for a job opening (referrals). This compares favorably to 6,164,674 or only 39% of the registered non-veterans who received job referrals. Of those veterans and other eligibles referred, 221,240 or 26% were Placed in Employment. Additionally, 289,876 or 47% of the registered Vietnam-era veterans received job referrals with 72,147 or 25% of those referred being placed. Of the 134,590 disabled veterans registered, 71,582 or 53% received job referrals with 20,395 or 28% of those referred being placed. Special disabled veterans were referred at a rate of 51% with 29% of those referred being placed.



(See Chart 3 for the percentage of veterans who were placed in employment or who entered employment who had received job referrals. For a breakout by veterans and age group by State, see Attachment 11 for those Referred to Employment and Attachment 12 for those Placed in Employment.)

### **Veterans Referred/Placed in Permanent Job (150+ Days)**

A total of 784,405 veterans and other eligible persons were Referred to a Permanent Job (150+ days) or 44% of the total number of veterans and other eligible persons registered. This compares favorably to the 5,540,997 non-veterans Referred to a Permanent Job (150+ days) or 35% of the total number of non-veterans registered. In addition, 10% (185,879) of the total number of registered veterans and other eligible persons were Placed in a Permanent Job (150+ days). This also compares favorably to only 8% (1,296,702) of the registered non-veterans who were Placed in a Permanent Job (150+ days). Forty-four percent (44%) of Vietnam-era veterans registered were referred to a permanent job, with 22% of those referred being placed. Fifty percent (50%) of the registered disabled veterans were referred with 26% of those referred being placed. Special disabled veterans were referred at a rate of 48%, with 26% of those referred being placed.

When evaluating the applicability or validity of 'Permanent Job' data, the following three facts need to be considered:

- 1) in the new electronic job listings, an estimate of job permanence is not required; however, any job listing where no information is given is considered temporary;
- 2) if an employment service representative takes a job order and fails to determine if the job is permanent or temporary, it is deemed temporary; and
- 3) some employers list permanent job orders as temporary jobs to avoid lawsuits from employees who may feel they were unjustly fired or because there is a probationary period associated with the job.

(For a breakout by veterans type and age group by State, see Attachment 7 for those Referred to a Permanent Job and see Attachment 8 for those Placed in a Permanent Job.)

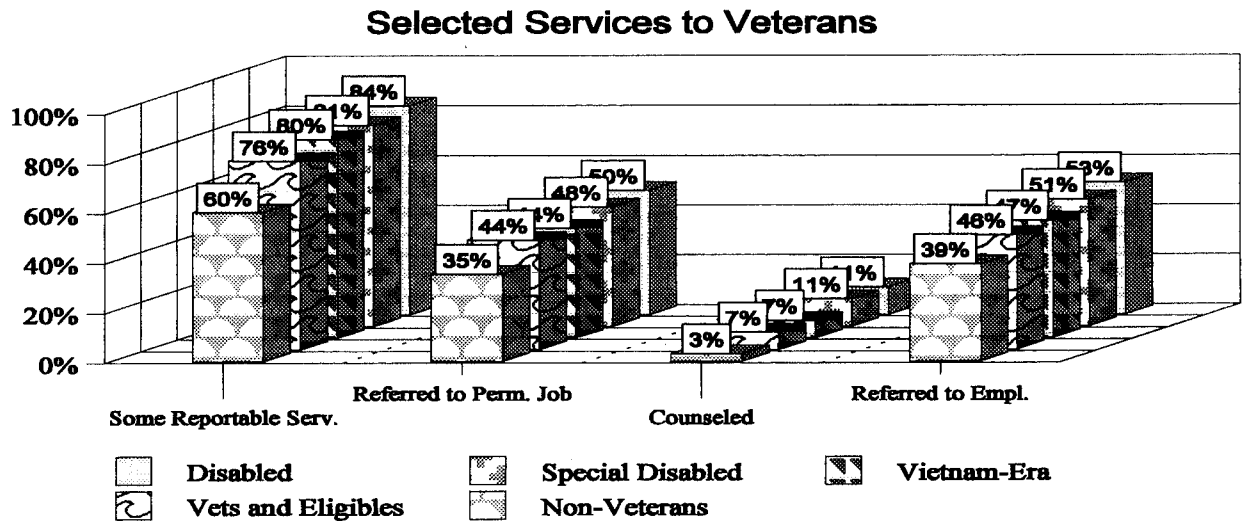
### **Veterans Referred/Placed in a Federal Job:**

A total of 57,804 or three percent of veterans and other eligible person registrants were referred to a Federal job. Of those veterans and other eligibles referred, 8,773 or 15% were placed in a Federal job. (NOTE: This category is captured and reported only for certain categories of veterans.) The number of Vietnam-era veterans referred to a Federal job was 19,096 (three percent), with 3,176 or 17 percent of those referred being placed in a Federal job. There were 7,686 disabled veterans or 6 percent of those registered who were referred to a Federal job, with 1,537 or 20 percent of the disabled veterans referred being placed in a Federal job. The number of special disabled veterans referred to a Federal job was 3,833 (6 percent of those registered) with 837 or 22 percent of those referred being placed in a Federal job. (For a breakout by veterans and age group by State, see Attachment 9 for those referred to a Federal job and see Attachment 10 for those placed in a Federal job.) A veteran 'placed' in a job got the job as a direct result of a referral from an employment service representative.

### **Veterans Counseled:**

A total of 122,181 (seven percent) veterans and other eligible persons were counseled. This

is compared to three percent of registered non-veterans who received counseling. Seven percent of Vietnam-era and eleven percent of disabled veterans registered were counseled. Special disabled veterans were counseled at a rate of 12 percent of those registered. (For a breakout by veterans and age group by State, see Attachment 15.)



**Chart 4**

#### **Veterans Receiving Some Reportable Service:**

All states and territories provided some reportable services to all groups of veterans. A total of 1,371,827, or 76 percent of the total number of veterans and other eligible persons registered, received some reportable service. This is compared to 60 percent of non-veterans registered who received some reportable service. Eighty percent of Vietnam-era registered veterans, 84 percent of disabled registered veterans, and 81 percent of special disabled registered veterans received some reportable service. (For a breakout by veterans age groupings by State, see Attachment 16.)

#### **Veterans Referred to and Placed In Federal Training:**

A total of 64,875 veterans and other eligibles (four percent of the total number of veterans and other eligible persons registered) were referred to Federal training. Of those referred, 13,499 (21 percent) were placed in Federal training. (NOTE: This category is captured for veterans as a whole only.) Four percent of registered Vietnam-era veterans were referred to Federal training, with 19 percent of them being placed. Seven percent of disabled veterans were referred and 37 percent of them were placed. Special disabled veterans were referred at a rate of seven percent and 47 percent of them were placed.

(For a breakout of those referred to Federal training by veterans type and age group by State, see Attachment 13; and see Attachment 14 for those placed in Federal training.)

#### **Fifth-Quarter Funding:**

In the past, States have been reluctant to fill DVOP and LVER vacancies during the fourth quarter because of the uncertainty of funding for the next fiscal year. Keeping staff positions vacant

reduced services to veterans during the fourth quarter of each fiscal year and the first quarter of the next year because fewer DVOP and LVER staff were on board. In an attempt to help alleviate this situation, Congress, at the Department's request, authorized a "fifth- quarter" of funding beginning with FY 1996. Fifth quarter funding allows States to carry-over unexpended DVOP and LVER funds at the end of one fiscal year into the first quarter of the new fiscal year for ninety days (October 1 through December 31) rather than having the funds lapse at the end of the fiscal year.

### **Alternative Performance Measures Pilot:**

The Veterans' Employment and Training Service recently completed a two year pilot program in which States developed and tested a range of new performance measures for services provided to veterans by all staff in local One-Stop centers. It recognized the need to supplement the existing Veterans' Performance Standards with an array of outcome, process, context and customer satisfaction data in order to ensure accountability, and improve program performance.

The pilot States included Connecticut, Idaho, Illinois, Montana, Nevada, North Dakota and Ohio. The piloted measures included the core measures for the Workforce Investment Act as well as a set of proposed alternative measures. Reports on the progress of the pilot programs were submitted to the national office on a quarterly basis. Some measures were dropped during the course of the pilot due to an inability to collect the relevant information, information system difficulties and lack of comparability in the underlying data across local offices.

Some of the interesting findings from the pilots include the following. In Connecticut, veterans who received employment services experienced roughly an 80 percent higher entered employment rate across the local offices compared to all veterans. In North Dakota services were concentrated on veterans judged most in need of services. The result was to increase the entered employment rate for all veterans from 39 to 49 percent, Vietnam veterans from 37 to 45 percent and disabled veterans from 47 to 53 percent. An interesting finding in several States was that the entered employment rate of veterans was roughly half again higher than the recorded placement rate - in Idaho 29 percent compared to 19 percent. Wage gains for veterans were greater than for nonveterans - from six percent in Illinois to 22 percent in Montana. In Illinois, an emphasis on Federal Contractor Job Listings resulted in a 56 percent increase in listings over the previous year.

In summary, the results of the pilot support the use of the proposed performance measures; suggest that emphasis on providing services to those most in need may increase the overall entered employment rate for veterans; and confirm that activities that are measured are emphasized by local office staff; and that absolute rather than relative measures of services to veterans are preferable measures at the local level.

### **Performance Standards**

SESA Performance Standards are negotiated measures of service agreed to between the ASVET and the State. These standards measure the degree of priority of service provided to veterans, Vietnam-era veterans, and disabled veterans, over their non-veteran counterparts. The standards measured are Placed/Obtained Employment, FCJL Placements, Counseled, Placed in Training, and those having Received Some Reportable Service.

All SESAs reported their final accomplishments against the performance standards set pursuant to Title 38 U.S.C. §4107. For PY98, thirty-one met all their performance standards. Thirteen SESAs showed good cause for their inability to meet all of their standards. Five SESAs were required to implement a corrective action plan.

### Priority of Services

Nationally, 31 or 58% of all States met or exceeded all negotiated performance goals for PY 1998. Included in the 21 States not meeting the negotiated performance standards were 5 of the 7 alternative performance measures pilot States (i.e., CT, OH, ND, NV and ID).

### Negotiated Performance Standards by State

Nationally, 31 or 58% of all States met or exceeded all negotiated performance goals for PY 1998. Included in the 21 States not meeting the negotiated performance standards were 5 of the 7 alternative performance measures pilot States (i.e., CT, OH, ND, NV and ID).

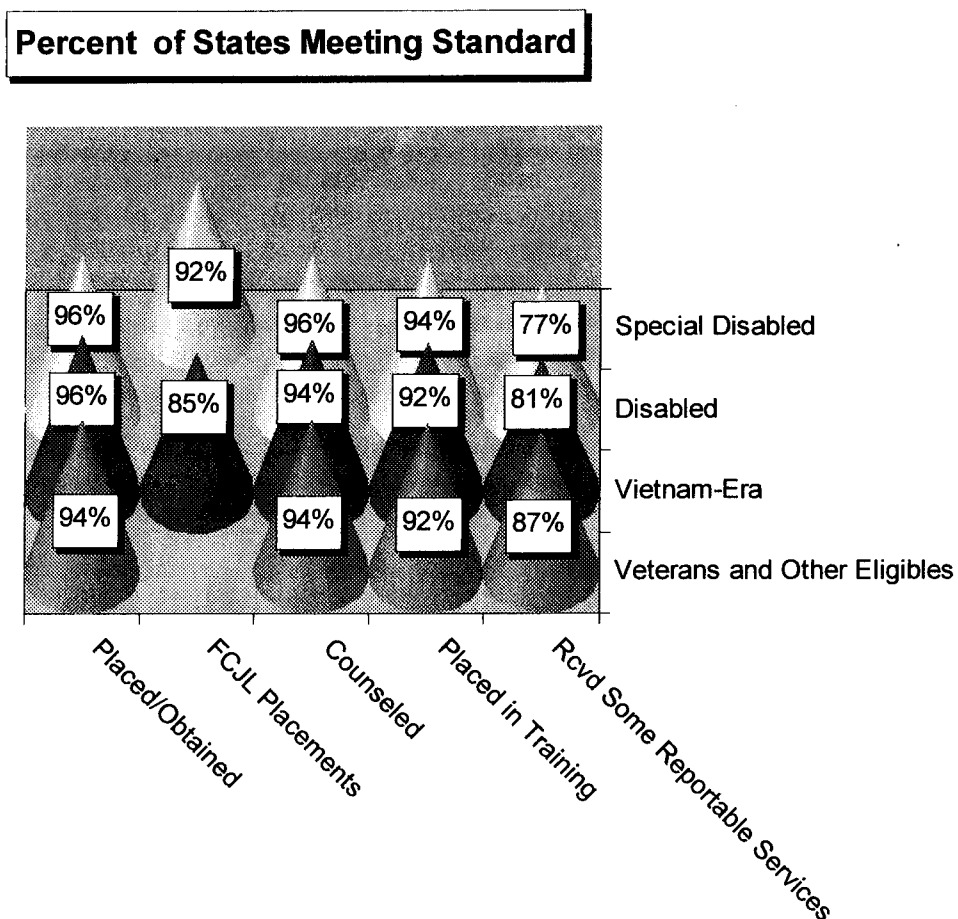


Chart 5

All standards were missed by at least one State, but the standard most often missed was Some Reportable Services for Disabled Veterans, only 77% of the States met the standard. The least missed standard was Counseled for Disabled Veterans. See the *Chart 5* above for the percentages of States that met each standard and Attachment 20 for a chart indicating the results of standards met or missed by State.

## **Federal Contractor Program**

Under Title 38 U.S.C. Chapter 4214, entities holding Federal contracts or sub-contracts of \$25,000 or more are required to take affirmative action to employ and advance in employment qualified Special disabled veterans, veterans of the Vietnam Era, and for any other veterans who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized. Federal contractors and sub-contractors are required to list virtually all job openings with their local State employment service office (exceptions are noted in the regulations at 41 CFR Part 60-250.4. These regulations are currently under revision.) These offices, in turn, are required to provide priority referrals of qualified targeted veterans to these openings.

In PY 1998 openings listed with the State employment service by 49,358 Federal contractors and sub-contractors resulted in 16,185 veterans placed in jobs from 590,518 total job orders listed. Of the veterans placed, 13,675 were Vietnam Era veterans and 2,510 Special disabled veterans. In PY 1998, contractors and sub-contractors were not required to report on other veterans who served on active duty during a war or in a campaign or expedition for which a campaign badge has been authorized. Therefore, data is not available.

The Office of Federal Contract Compliance Programs (OFCCP) administers and enforces the statutory non-discrimination and affirmative action requirements as they apply to Federal contractors. The national network of OFCCP offices monitors Federal contract compliance and investigates veteran complaints.

Data from OFCCP summarizing OFCCP's actions on veteran complaints against Federal contractors during FY 1999 are shown below.

### **Complaints Received:**

Carried over from FY 98:	57
Complaints received during FY 99:	230
Complaints closed without opening a case: (untimely filed, lack of jurisdiction, etc.)	143
Complaints accepted for investigation:	82
Complaints pending at end of FY99:	62

### **Cases Investigated:**

Cases pending from FY 98:	45
Cases assigned for investigation during FY99:	85
Cases closed during FY 99:	96
Cases pending investigation at the end of FY99:	34

Cases Processed:

Cases closed with violations:	07
Cases closed without violations:	67
Cases closed for other reasons:	22

Cases Closed With Violations:

Cases resolved by conciliation agreement:	07
Cases resolved by letter of commitment:	00
Cases resolved by other means:	00

Note: All complaints received are not formally investigated as cases.  
As of the 1<sup>st</sup> quarter of FY 98 letter of commitment are obsolete.

## **Unemployment Compensation for** **Ex-Servicemembers**

The Emergency Unemployment Compensation Act of 1991 (P.L.102-164) repealed Title 5 U.S.C. 8521(c)(1) and (2), thereby eliminating the limitation to 13 weeks of unemployment insurance eligibility and the four-week waiting period to file an initial claim for recently separated veterans. These veterans are now subject to the same state unemployment insurance laws and regulations as other claimants with regard to the number of weeks of benefits and waiting period. Veterans terminated before completion of a full term of service must have been discharged for the convenience of the government under an early release program; or released for medical disqualifications, pregnancy, parenthood or service connected injury or disability; for hardship; or for personality disorder or inaptitude. The individual must also have been discharged or released under honorable conditions, or if an officer, must not have resigned for the good of the service.

The Unemployment Compensation Amendments of 1993 (P.L.103-152) also require that, as a condition of eligibility for unemployment benefits, an individual who has been referred to reemployment services pursuant to a state profiling system must participate, as a condition for unemployment compensation eligibility, in these or similar services unless claimant has completed such services or has justifiable cause not to participate.

The profiling system noted above identifies claimants who are most likely to exhaust their regular benefits and who may be in need of reemployment services to make an effective transition to new employment.

Under agreements with the Secretary of Labor, SESAs administer the Unemployment Compensation for Ex-Servicemembers (UCX) program. In FY 1999, initial claims from 64,514 recently separated unemployed veterans received \$168 million in UCX benefits. This was a 16 percent reduction from the 76,599 initial claims and \$176 million benefits paid in FY 1998.



## **Vocational Rehabilitation and Counseling** **(VR&C)**

Set in motion by the 1995 VA/VR&C – DOL/VETS Memorandum of Understanding (MOU), the joint interagency initiative to increase the employment opportunities and placement in suitable employment of service disabled Chapter 31 veterans, continues to improve.

In FY 1999, VETS continued a proactive approach with policy guidance and oversight measures to ensure that the Chapter 31 veterans who are referred from VA VR&C to VETS funded employment service staff receive the maximum of employment services available. In addition, joint interagency training has been expanded to increase cooperation and coordination amongst the partner agencies. As a follow-on to the VETS/VR&C Partnership Operating Guide training that was provided to interagency staff in FY 98, a Train-the-Trainer course was developed in FY 1999 to enhance the customer service provided at the local level through team building. This training will be delivered in early FY 2000.

VETS' staff also developed and implemented a technical evaluation guide for use by field managers as an oversight tool to ensure that local staff are providing the maximum of employment services available to Chapter 31 veterans.

In addition, increased communication and cooperation at the Federal level between VA VR&C and VETS has had a positive impact on the overall growth and focus of the interagency partnership on behalf of Chapter 31 veterans.

The outcome of VETS' proactive policy guidance and oversight initiatives plus the training that enhances cooperation and coordination with other stakeholders is evident in the increase of those Chapter 31 veterans who entered employment in FY 1999. VETS exceeded the Strategic Plan entered employment goal by 5% in FY 1999 (4,567 for a goal of 4,368). The FY 1999 entered employment rate exceeded the FY 1998 entered employment rate by 16%.

VETS' VR&C initiatives also had a positive impact on much improved customer service for Chapter 31 participants in FY 1999. This translates to an increase in the numbers of disabled veterans who become employed and maintain suitable employment. VETS' overall goal continues to be successful job attainment and adjustment to employment for disabled veterans without duplication, fragmentation or delay in the services provided.

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## **Appendix**

### **ETA-9002 Report Definitions:**

**Economically Disadvantaged.** One who receives or is a member of a family which receives cash welfare payments, or whose income has been determined to be below poverty level or receives food stamps.

**Entered Employment.** This is the sum of job placements and obtained employment.

**Provided Some Reportable Service.** All applicants who have received some reportable service during the current program year. This includes services such as referral to jobs and testing, and any service requiring expenditure of staff time although not required to be reported.

**Counseled.** The process whereby a qualified counselor assists applicants to better understand their resources in relation to the requirements of potential jobs.

**Referred to Training.** Referrals to any State or Federal training program.

**Placed in Training.** Applicants verified to have entered the State or Federal training program referred by the ES.

**Referred to Job.** Applicants referred to an employer for whom a job opening has been filed at a placement office.

**Referred to Federal Contractor Job Listing (FCJL) Job.** Referral to job openings identified as a result of the FCJL; these job openings are placed/filled through the ES.

**Placement Transactions.** Total counts of the placements of individuals into job openings, including multiple placements during the report period of the same individuals.

**Individuals Placed.** The hiring by an employer of a person referred by the employment office for a job or an interview from a job order taken by the ES.

**Obtained Employment.** Individuals who secure employment within 90 days of receiving specified services (when an ES applicant obtains employment resulting from an activity funded by the ES, e.g., job search, skills training, tax credits, counseling, testing or employability plan). Verification is received from a reliable source that the applicant has obtained employment.

**Placed in Permanent Job.** Individual placed in a job expected to last over 150 days. *(NOTE: This data is no longer valid, please see Section II, State Employment Security Agencies for a detailed explanation.)*

## **List of Attachments - PY1998 Final Reports:**

1. National VETS 200 (DVOP)
2. National VETS 200 (LVER)
3. Analysis of Services Provided (DVOP)
4. Analysis of Services Provided (LVER)
5. National ETA 9002
6. Veterans Registered by State (Veteran Groups by Age Groups)
7. Veterans Referred to Permanent Job by State (Veteran Groups by Age Groups)
8. Veterans Placed in Permanent Job by State (Veteran Groups by Age Groups)
9. Veterans Referred to Federal Job by State (Veteran Groups by Age Groups)
10. Veterans Placed in Federal Job by State (Veteran Groups by Age Groups)
11. Veterans Referred to Employment by State (Veteran Groups by Age Groups)
12. Veterans Placed in Employment by State (Veteran Groups by Age Groups)
13. Veterans Referred to Federal Training by State (Veteran Groups by Age Groups)
14. Veterans Placed in Federal Training by State (Veteran Groups by Age Groups)
15. Veterans Counseled by State (Veteran Groups by Age Groups)
16. Veterans Receiving Some Reportable Service by State (Veteran Groups by Age Groups)
17. Veterans Entering Employment by State (Veteran Groups by Age Groups)
18. Comparison of Job Placement Rates for Veterans to Non-Veterans by State (Veteran Groups by Age Groups)
19. Percent of Female Applicants to Total Applicants by State
20. Comparison of Entered Employment Rates for Veterans to Non-Veterans (Veteran Groups by State)
21. Veteran Performance Standards results by State

**VETS 200 Reports**

**DVOP**

**National Summary**

**for**

**Program Year 1998**

**Attachment 1**

State: National

## VETS 200 (DVOP)

4th Quarter

1998

	TOTAL APPLICANTS	TOTAL VETERANS	VIETNAM ERA VETERANS	DISABLED VETERANS	SPECIAL DISABLED VETERANS	ELIGIBLE PERSONS	SMI
	A	B	C	D	E	F	
1 TOTAL APPLICANTS	514,329	498,655	177,078	53,984	25,884	4,607	
2 UNDER 22	6,700	5,447	36	417	172	86	
3 22-44	301,771	291,549	30,274	30,265	13,980	3,321	
4 45-54	134,652	132,016	116,045	17,723	9,073	473	
5 55 AND OVER	70,954	69,407	30,679	5,576	2,659	728	
6 MALE	462,765	452,426	171,716	47,576	22,426	3,816	
7 FEMALE	51,556	46,225	5,359	6,408	3,458	791	
8 ECONOMICALLY DISADVANTAGED	40,745	39,205	13,776	5,075	2,362	89	
9 SOME REPORTABLE SERVICE	621,253	607,194	217,429	63,733	30,658	6,646	
10 ASSIGNED CASE MANAGER	1,705	21,217	7,860	6,564	4,119	1,401	
11 PROVIDED CASE MGMT. SERVICES	1,946	31,768	11,621	7,374	4,961	7,022	
12 VOCATIONAL GUIDANCE SERVICES PROVIDED	12,550	79,215	28,033	9,013	4,644	115	
13 COUNSELED	37,270	36,789	12,907	6,297	3,227	101	
14 REFERRED TO TRAINING	39,927	39,584	14,383	6,450	3,435	924	
15 REFERRED TO FEDERAL TRAINING	25,066	24,769	9,261	4,616	2,517	662	
16 PLACED IN TRAINING	8,338	8,244	2,564	2,451	1,601	26	
17 PLACED IN FEDERAL TRAINING	5,416	5,348	1,583	1,815	1,278	14	
18 REFERRED TO JOB	316,913	308,895	107,638	32,633	15,249	2,390	
19 REFERRED TO FEDERAL JOB	17,063	16,834	5,415	3,146	1,665	39	
20 REFERRED TO FCJL JOB	95,071	93,052	31,794	1,498	5,366	409	
21 REFERRED TO PERMANENT JOB (150 + DAYS)	298,698	291,652	101,416	31,128	14,476	2,124	
22 PLACEMENT TRANSACTIONS	74,765	73,731	25,644	8,840	4,351	299	
23 IND PLACED/OBTAINED EMPLOYMENT	138,327	136,705	47,108	15,319	7,266	1,317	
24 INDIVIDUALS PLACED	63,905	62,974	20,967	7,609	3,743	250	
25 UNDER 22	871	781	12	55	23	11	
26 22-44	41,421	40,780	5,136	4,562	2,159	178	
27 45-54	15,357	15,208	13,251	2,325	1,206	35	
28 55 AND OVER	6,360	6,298	2,910	678	357	26	
29 IN FEDERAL JOB	2,976	2,944	1,068	689	388	8	
30 IN FCJL JOB	14,185	13,967	4,288	316	1,028	21	
31 IN PERMANENT JOB (150 + DAYS)	54,240	53,560	20,487	6,530	3,226	201	

**VETS 200 Reports**

**LVER**

**National Summary**

**for**

**Program Year 1998**

**Attachment 2**

State: National

4th Quarter

1998

## VETS 200 (LVER)

	TOTAL APPLICANTS	TOTAL VETERANS	VIETNAM ERA VETERANS	DISABLED VETERANS	SPECIAL DISABLED VETERANS	ELIGIBLE PERSONS		SMO
	A	B	C	D	E	F	G	
1 TOTAL APPLICANTS	583,665	498,401	176,616	43,691	20,326	2,884		
2 UNDER 22	23,555	6,974	13	386	156	69		
3 22-44	342,063	287,568	29,031	24,449	10,831	2,042		
4 45-54	141,518	131,653	116,785	14,124	7,122	355		
5 55 AND OVER	76,545	72,217	30,770	4,733	2,219	419		
6 MALE	496,247	453,869	171,507	38,804	17,820	2,249		
7 FEMALE	87,407	44,524	5,007	4,887	2,506	636		
8 ECONOMICALLY DISADVANTAGED	47,396	38,255	12,757	4,176	1,920	67		
9 SOME REPORTABLE SERVICE	756,398	658,218	238,892	56,961	26,428	3,718		
10 ASSIGNED CASE MANAGER	1,563	11,913	4,815	3,743	2,294	401		
11 PROVIDED CASE MGMT. SERVICES	2,313	11,321	6,650	4,032	2,604	3,422		
12 VOCATIONAL GUIDANCE SERVICES PROVIDED	11,882	72,289	25,771	6,697	3,485	140		
13 COUNSELED	31,329	30,610	11,591	4,562	2,323	71		
14 REFERRED TO TRAINING	39,138	38,528	14,218	4,401	2,259	1,256		
15 REFERRED TO FEDERAL TRAINING	24,332	23,980	9,167	3,079	1,567	383		
16 PLACED IN TRAINING	7,418	7,303	2,560	1,530	982	25		
17 PLACED IN FEDERAL TRAINING	4,511	4,451	1,602	1,102	746	15		
18 REFERRED TO JOB	386,385	311,049	109,261	28,763	13,107	1,528		
19 REFERRED TO FEDERAL JOB	17,429	15,139	5,031	2,299	1,199	41		
20 REFERRED TO FCJL JOB	106,825	90,611	31,690	1,286	4,565	233		
21 REFERRED TO PERMANENT JOB (150 + DAYS)	363,548	292,575	102,671	27,336	12,381	1,393		
22 PLACEMENT TRANSACTIONS	91,407	76,378	26,143	7,502	3,632	165		
23 IND PLACED/OBTAINED EMPLOYMENT	165,661	147,163	51,820	13,292	5,987	685		
24 INDIVIDUALS PLACED	80,534	66,393	22,171	6,558	3,160	153		
25 UNDER 22	3,991	933	10	71	29	8		
26 22-44	52,086	42,701	4,933	3,848	1,789	103		
27 45-54	17,450	16,199	14,069	2,067	1,047	21		
28 55 AND OVER	7,105	6,642	2,999	584	296	22		
29 IN FEDERAL JOB	2,608	2,331	836	490	290	8		
30 IN FCJL JOB	16,665	14,541	4,684	218	968	6		
31 IN PERMANENT JOB (150 + DAYS)	68,466	56,325	18,202	5,610	2,671	131		



# **Analysis of Services Provided**

**by**

**DVOP Staff**

**(DVOP VETS 200  
4<sup>th</sup> Quarter PY 1998)**

**Attachment 3**

	Total Veterans	Vietnam-era Veterans	Disabled Veterans	Special Disabled Veterans	Eligible Persons
<i>% of Veterans by Category:</i>	36%	11%	5%		
Total Applicants	498,655	177,078	53,984	25,884	1,070
22-44	291,549	30,274	30,265	13,980	691
<i>% Total Applicants 22-44</i>	58%	17%	56%	54%	65%
45-54	132,016	116,045	17,723	9,073	212
<i>% Total Applicants 45-54</i>	26%	66%	33%	35%	20%
55 and over	69,407	30,679	5,576	2,659	122
<i>% Total Applicants 55 +</i>	14%	17%	10%	10%	11%
Male	452,426	171,716	47,576	22,426	588
<i>% Total Applicants - Male</i>	91%	97%	88%	87%	55%
Female	46,225	5,359	6,408	3,458	482
<i>% Total Applicants - Female</i>	9%	3%	12%	13%	45%
Economically Disadvantaged	39,205	13,776	5,075	2,362	44
<i>% Total Applicants - Economically Disadvantaged</i>	8%	8%	9%	9%	4%
Some Reportable Services	607,194	217,429	63,733	30,658	1,154
<i>% Total Applicants - Some Reportable Serv.</i>	122%	123%	118%	118%	108%
Assigned Case Manager	21,217	7,860	6,564	4,119	28
<i>% Total Applicants - Assigned Case Manager</i>	4%	4%	12%	16%	3%
Provided Case Management (CM) Services	31,768	11,621	7,374	4,961	20
<i>% of Veterans Receiving a CM Service Who Had Been Assigned a Case Manager (includes some PY 96 carryover)</i>	150%	148%	112%	120%	71%
Vocational Guidance Services Provided	79,215	28,033	9,013	4,644	115
<i>% Total Applicants - Provided Voc. Guidance</i>	16%	16%	17%	18%	11%
Counseled	36,789	12,907	6,297	3,227	99
<i>% Total Applicants - Counseled</i>	7%	7%	12%	12%	9%
Referred to Training	39,584	14,383	6,450	3,435	74
<i>% Total Applicants - Referred to Training</i>	8%	8%	12%	13%	7%
Referred to Federal Training	24,769	9,261	4,616	2,517	48
<i>% Total Applicants - Referred to Fed. Training</i>	5%	5%	9%	10%	4%
Placed in Training	8,244	2,564	2,451	1,601	26
<i>% of Veterans Referred to Training Who Were Placed in Training</i>	21%	18%	38%	47%	35%
Placed in Federal Training	5,348	1,583	1,815	1,278	14
<i>% of Veterans Referred to Federal Training Who Were Placed in Federal Training</i>	22%	17%	39%	51%	29%
Referred to Job	308,895	107,638	32,633	15,249	457
<i>% Total Applicants - Referred to Job</i>	62%	61%	60%	59%	43%
Referred to Federal Job	16,834	5,415	3,146	1,665	39
<i>% Total Applicants - Referred to Federal Job</i>	3%	3%	6%	6%	4%
Referred to FCJL Job	93,052	31,794	1,498	5,366	17
<i>% Total Applicants - Referred to FCJL Job</i>	19%	18%	3%	21%	2%
Referred to Permanent Employment (150+ Days)	291,652	101,416	31,128	14,476	417
<i>% Total Applicants - Referred to Perm. Job (150+ days)</i>	58%	57%	58%	56%	39%
Placement Transactions	73,731	25,644	8,840	4,351	98
<i>% Total Applicants - Placement Transactions</i>	15%	14%	16%	17%	9%
Individuals Placed/Obtained Employment	136,705	47,108	15,319	7,266	197
<i>% Total Applicants - Placed/Obtained Employ.</i>	27%	27%	28%	28%	18%
Individuals Placed	62,974	20,967	7,609	3,743	92
<i>% Total Applicants - Placed in Employment</i>	13%	12%	14%	14%	9%
22-44	40,780	5,136	4,562	2,159	47
<i>% Total 22-44 Applicants - Placed in Employment</i>	8%	3%	8%	8%	4%
45-54	15,208	13,251	2,325	1,206	22
<i>% Total 45-54 Applicants - Placed in Employment</i>	3%	7%	4%	5%	2%
55 and over	6,298	2,910	678	357	12
<i>% Total 55+ Applicants - Placed in Employment</i>	1%	2%	1%	1%	1%
In Federal Job	2,944	1,068	689	388	8
<i>% Veterans Referred to Fed Job - Placed in Fed Job</i>	17%	20%	22%	23%	21%
In FCJL Job	13,967	4,288	316	1,028	2
<i>% Veterans Referred to FCJL Job - Placed in FCJL Job</i>	15%	13%	21%	19%	12%
In Permanent Job (150+ days)	53,560	20,487	6,530	3,226	78
<i>% Veterans Referred to Perm. Job - Placed in Perm. Job</i>	18%	20%	21%	22%	19%

# **Analysis of Services Provided**

**by**

**LVER Staff**

**(LVER VETS 200  
4<sup>th</sup> Quarter PY 1998)**

**Attachment 4**

	Total Veterans	Vietnam-era Veterans 35%	Disabled Veterans 9%	Special Disabled Veterans 4%	Eligible Persons
<i>% of Veterans by Category:</i>					
Total Applicants	498,401	176,616	43,691	20,326	1,074
22-44	287,568	29,031	24,449	10,831	682
<i>% Total Applicants 22-44</i>	58%	16%	56%	53%	64%
45-54	131,653	116,785	14,124	7,122	237
<i>% Total Applicants 45-54</i>	26%	66%	32%	35%	22%
55 and over	72,217	30,770	4,733	2,219	120
<i>% Total Applicants 55 +</i>	14%	17%	11%	11%	11%
Male	453,869	171,507	38,804	17,820	568
<i>% Total Applicants - Male</i>	91%	97%	89%	88%	53%
Female	44,524	5,007	4,887	2,506	507
<i>% Total Applicants - Female</i>	9%	3%	11%	12%	47%
Economically Disadvantaged	38,255	12,757	4,176	1,920	61
<i>% Total Applicants - Economically Disadvantaged</i>	8%	7%	10%	9%	6%
Some Reportable Services	658,218	238,892	56,961	26,428	1,301
<i>% Total Applicants - Some Reportable Serv.</i>	132%	135%	130%	130%	121%
Assigned Case Manager	11,913	4,815	3,743	2,294	33
<i>% Total Applicants - Assigned Case Manager</i>	2%	3%	9%	11%	3%
Provided Case Management (CM) Services	11,321	6,650	4,032	2,604	29
<i>% of Veterans Receiving a CM Service Who Had Been Assigned a Case Manager (Includes some PY 96 carryover)</i>	95%	138%	108%	114%	88%
Vocational Guidance Services Provided	72,289	25,771	6,697	3,485	140
<i>% Total Applicants - Provided Voc. Guidance</i>	15%	15%	15%	17%	13%
Counseled	30,610	11,591	4,562	2,323	71
<i>% Total Applicants - Counseled</i>	6%	7%	10%	11%	7%
Referred to Training	38,528	14,218	4,401	2,259	98
<i>% Total Applicants - Referred to Training</i>	8%	8%	10%	11%	9%
Referred to Federal Training	23,980	9,167	3,079	1,567	70
<i>% Total Applicants - Referred to Fed. Training</i>	5%	5%	7%	8%	7%
Placed in Training	7,303	2,560	1,530	982	25
<i>% of Veterans Referred to Training Who Were Placed in Training</i>	19%	18%	35%	43%	26%
Placed in Federal Training	4,451	1,602	1,102	746	15
<i>% of Veterans Referred to Federal Training Who Were Placed in Federal Training</i>	19%	17%	36%	48%	21%
Referred to Job	311,049	109,261	28,763	13,107	528
<i>% Total Applicants - Referred to Job</i>	62%	62%	66%	64%	49%
Referred to Federal Job	15,139	5,031	2,299	1,199	41
<i>% Total Applicants - Referred to Federal Job</i>	3%	3%	5%	6%	4%
Referred to FCJL Job	90,611	31,690	1,286	4,565	17
<i>% Total Applicants - Referred to FCJL Job</i>	18%	18%	3%	22%	2%
Referred to Permanent Employment (150+ Days)	292,575	102,671	27,336	12,381	500
<i>% Total Applicants - Referred to Perm. Job (150+ days)</i>	59%	58%	63%	61%	47%
Placement Transactions	76,378	26,143	7,502	3,632	117
<i>% Total Applicants - Placement Transactions</i>	15%	15%	17%	18%	11%
Individuals Placed/Obtained Employment	147,163	51,820	13,292	5,987	107
<i>% Total Applicants - Placed/Obtained Employ.</i>	30%	29%	30%	29%	10%
Individuals Placed	66,393	22,171	6,558	3,160	7
<i>% Total Applicants - Placed in Employment</i>	13%	13%	15%	16%	1%
22-44	42,701	4,933	3,848	1,789	64
<i>% Total 22-44 Applicants - Placed in Employment</i>	9%	3%	9%	9%	6%
45-54	16,199	14,069	2,067	1,047	19
<i>% Total 45-54 Applicants - Placed in Employment</i>	3%	8%	5%	5%	2%
55 and over	6,642	2,999	584	296	18
<i>% Total 55+ Applicants - Placed in Employment</i>	1%	2%	1%	1%	2%
In Federal Job	2,331	836	490	290	8
<i>% Veterans Referred to Fed Job - Placed in Fed Job</i>	15%	17%	21%	24%	20%
In FCJL Job	14,541	4,684	218	968	1
<i>% Veterans Referred to FCJL Job - Placed in FCJL Job</i>	16%	15%	17%	21%	6%
In Permanent Job (150+ days)	56,325	18,202	5,610	2,671	92
<i>% Veterans Referred to Perm. Job - Placed in Perm. Job</i>	19%	18%	21%	22%	18%

# **ETA 9002 Report**

## **National Summary**

### **4<sup>th</sup> Quarter**

### **Program Year 1998**

**Attachment 5**

National 2/22/00		Program Year 1998		Quarter 4th				OMB No. 1205-0240 Expires: 8/31/99	
Cumulative year-to-date	A	B					C EMPLOYMENT STATUS		D ELIGIBLE CLAIMANT
	TOTAL	White	Black	Hisp.	AI Nat	Pac Isl	Employed	Unempl	
	1	2	3	4	5	6	7	8	9
1 Total Active Applicants	17,507,514	10,146,536	3,811,281	2,123,896	219,450	359,978	2,039,543	14,278,704	6,522,114
2 Veterans	1,794,013	1,189,181	384,182	89,154	19,005	21,963	248,465	1,422,019	698,314
3 Males	9,010,137	5,517,069	1,796,585	1,178,783	115,557	189,300	1,099,368	7,407,314	3,297,814
4 Female	8,048,646	4,629,465	2,014,693	943,472	103,893	170,678	940,159	6,666,723	2,830,914
5 Youth	2,505,201	1,428,563	612,244	316,961	36,227	45,807	300,360	2,091,107	345,714
6 Adult (22 and over)	14,580,145	8,717,972	3,199,039	1,805,879	183,222	314,171	1,739,165	11,983,483	5,872,514
7 22 - 44	10,844,887	6,214,551	2,607,488	1,398,756	144,260	220,253	1,394,572	8,832,531	4,076,614
8 45 - 54	2,474,377	1,623,918	433,709	270,426	28,224	60,777	255,723	2,055,335	1,155,214
9 55 and over	1,260,807	879,483	157,842	136,692	10,738	33,141	88,850	1,095,563	640,614
10 Econ Disadv Total	2,454,045	1,232,058	805,851	313,832	32,728	24,754	213,589	2,235,125	699,614
11 Welfare	857,243	388,127	324,357	107,318	11,605	11,817	73,675	733,612	198,014
12 Assessment Services	1,853,485	1,094,603	444,457	230,233	22,880	29,782	207,155	1,571,976	732,914
13 Interviewed	1,196,276	728,769	267,840	150,607	12,606	15,879	131,000	1,065,785	545,614
14 Counseled	563,222	295,992	179,198	64,078	5,459	8,345	40,189	522,938	246,714
15 Tested	281,762	190,543	60,514	16,431	5,614	3,358	58,768	223,444	65,714
16 Assigned Case Mgr.									
17 Prov. Case Mgt. Ser.									
18 Voc Guide Ser Provided									
19 Referred to Other Serv	1,505,032	790,321	347,820	293,922	19,283	18,968	153,273	1,322,649	604,714
20 Referred to Skills Tr	408,871	252,600	87,847	48,545	6,982	6,337	37,989	370,830	189,014
21 Referred to Fed. Tr.									
22 Referred to JTPA	227,835	140,033	44,606	30,974	4,645	3,822	16,377	206,084	120,914
23 Referred to Other Training	168,436	99,429	43,982	18,423	2,301	2,299	21,502	146,557	62,314
24 Referred to Educ Serv	111,399	59,578	22,556	22,991	2,203	2,229	10,263	96,672	36,814
25 Referred to Support Serv	1,167,018	595,569	270,309	245,732	13,447	12,277	121,938	1,026,739	460,814
26 Training Placements	84,655	50,989	19,338	9,539	1,203	2,115	8,571	76,131	39,714
27 Fed. Tr. Placements									
28 Job Search Activities	6,229,239	3,754,975	1,451,348	738,625	67,148	85,555	725,490	5,429,576	2,292,714
29 Referred to Employment	7,001,525	4,230,369	1,738,765	693,004	99,366	89,128	1,095,111	5,894,046	1,663,414
30 Referred to Fed. Job									
31 Referred to FCJL Job									
32 Referred to Perm Job (+150 Days)	6,325,402	3,851,381	1,588,799	588,990	87,030	77,395	976,383	5,331,981	1,536,714
33 Entered Employment	3,264,364	1,922,420	762,285	358,840	44,166	37,225	420,333	2,815,227	960,214
34 Placed Total	1,881,098	1,073,115	479,995	244,418	28,824	18,379	250,610	1,629,768	363,314
35 Placed (under 22)	440,748	247,547	118,526	53,880	6,059	4,412	49,763	391,019	26,714
36 Placed (22-44)	1,157,550	641,459	308,948	157,502	19,185	10,925	164,911	992,442	258,114
37 Placed (45 - 54)	197,172	126,418	40,541	22,268	2,707	2,176	26,697	170,262	57,114
38 Placed (55 & over)	85,109	57,635	11,971	10,322	872	866	9,215	75,772	21,214
39 Placed in Fed Job									
40 Placed in FCJL Job									
41 Placed in Perm Job (+150 days)	1,482,581	871,878	381,706	168,569	19,768	13,867	205,628	1,274,888	299,614
42 Obtained Employment	1,558,038	959,347	324,932	129,281	18,715	20,743	198,801	1,333,344	654,614
43 Rec Some Report Serv	10,856,495	6,561,225	2,559,301	1,192,358	140,041	161,544	1,411,214	9,364,695	3,348,514
44 Assessment Serv Total	2,779,431	1,645,980	688,077	317,314	33,841	43,756	298,561	2,396,896	1,170,414
45 Interviewed	1,436,797	886,233	314,256	174,155	15,601	18,965	153,647	1,283,945	672,414
46 Counseled	866,361	464,951	275,517	89,342	7,922	13,101	59,764	806,452	403,814
47 Tested	388,696	267,244	79,426	21,603	8,543	4,641	84,979	304,304	87,414
48 Referred to Employment	25,692,819	16,583,181	5,753,833	2,047,366	511,314	373,173	4,743,973	21,185,358	6,433,514
49 Placed	2,299,493	1,293,860	579,974	315,829	46,659	21,882	297,924	2,001,802	436,214
50 Obtained Employment	1,890,039	1,178,538	389,437	159,074	24,726	26,230	267,776	1,606,883	775,414

Public reporting burden for this collection of information is estimated to average 14 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding this burden, including estimates or any other aspect of this collection of information, including suggestions for reducing this burden, to the Office of IRM Policy, Department of Labor, Room N-1301, 200 Constitution Avenue, N.W., Washington, D.C. 20210; and to the Office of Management and Budget, Paperwork Reduction Project (1205-0240), Washington, D.C. 20503

National 2/22/00		Program Year 1998		Quarter 4th		OMB No. 1205-0240 Expires: 8/31/99		
Cumulative year-to-date	E EDUCATION				F Persons w/ Disabilities	G Dislocated Workers	H MSFW	I Interstate
	School	Less HS	HS/GED	Deg/Certif.				
	10	11	12	13	14	15	16	17
1 Total Active Applicants	994,738	3,496,663	10,897,998	2,490,280	346,760	1,037,082	199,711	
2 Veterans	59,367	86,022	1,268,263	378,063		124,167		
3 Males	486,076	1,868,859	5,718,708	1,318,255	237,907	501,068		
4 Female	498,928	1,622,017	5,180,252	1,158,442	105,680	505,042		
5 Youth	491,262	824,534	1,402,796	93,040	23,477	47,599		
6 Adult (22 and over)	503,407	2,671,894	9,387,717	2,504,012	323,270	989,263		
7 22 - 44	426,834	1,949,631	7,245,323	1,633,687	198,380	634,144		
8 45 - 54	54,463	426,084	1,516,996	531,177	88,752	213,734		
9 55 and over	22,107	296,175	732,320	232,159	36,138	141,385		
10 Econ Disadv Total	174,610	663,999	1,470,188	273,312	74,248	203,846		
11 Welfare	58,745	250,000	540,901	48,866	21,772	38,982		
12 Assessment Services	105,722	333,550	1,244,578	249,803	67,114	233,557		
13 Interviewed	67,165	225,708	787,848	162,586	38,086	162,200		
14 Counseled	27,993	103,795	382,980	71,576	34,069	110,369		
15 Tested	23,013	25,027	219,533	33,175	7,667	21,133		
16 Assigned Case Mgr.								
17 Prov. Case Mgt. Ser.								
18 Voc Guide Ser Provided								
19 Referred to Other Serv	66,120	324,368	1,005,707	157,638	69,915	141,504		
20 Referred to Skills Tr	21,771	73,040	275,349	55,270	22,343	70,524		
21 Referred to Fed. Tr.								
22 Referred to JTPA	11,502	41,689	156,498	26,997	8,204	48,480		
23 Referred to Other Training	10,320	30,034	115,704	19,965	13,190	23,959		
24 Referred to Educ Serv	5,612	40,540	55,468	13,612	5,284	10,579		
25 Referred to Support Serv	45,802	244,817	790,534	119,952	57,219	82,206		
26 Training Placements	9,188	14,646	59,140	8,749	6,079	22,519		
27 Fed. Tr. Placements								
28 Job Search Activities	326,647	1,132,528	4,162,025	865,667	156,402	477,970		
29 Referred to Employment	492,712	1,317,649	4,725,305	852,114	173,349	334,586	74,113	42,061
30 Referred to Fed. Job								
31 Referred to FCJL Job								
32 Referred to Perm Job (+150 Days)	405,073	1,117,231	4,345,594	785,492	151,147	318,513		
33 Entered Employment	239,056	642,218	2,124,616	353,755	89,272	195,167		
34 Placed Total	165,635	434,742	1,222,926	170,793	45,916	80,804	52,794	3,729
35 Placed (under 22)	103,654	156,111	223,679	14,998	5,515	5,090		
36 Placed (22-44)	53,564	223,888	815,218	112,889	26,483	55,299		
37 Placed (45 - 54)	5,849	34,569	131,264	30,782	10,588	14,602		
38 Placed (55 & over)	2,525	20,064	52,522	12,081	3,325	5,731		
39 Placed in Fed Job								
40 Placed in FCJL Job								
41 Placed in Perm Job (+150 days)	105,600	298,509	1,025,265	133,394	34,491	69,607		
42 Obtained Employment	84,821	235,530	1,030,934	198,936	52,153	128,185		
43 Rec Some Report Serv	697,919	2,093,572	7,222,930	1,385,439	262,852	666,191		
44 Assessment Serv Total	151,668	474,525	1,887,499	379,836	120,959	435,877		
45 Interviewed	79,114	266,310	947,842	200,758	49,925	195,257		
46 Counseled	40,892	148,110	595,154	117,708	59,535	207,896		
47 Tested	34,578	31,603	303,873	47,653	10,944	27,695		
48 Referred to Employment	1,901,183	4,012,224	18,008,191	3,369,302	1,031,736	1,227,965		
49 Placed	195,182	542,336	1,489,730	206,015	61,008	95,713	73,551	4,290
50 Obtained Employment	108,233	295,432	1,267,021	234,344	71,584	151,325		

National  
2/22/00

Program Year 1998

Quarter 4th

OMB No. 1205-0240  
Expires: 8/31/99

Cumulative year-to-date	J VETERANS									
	TOTAL				VIETNAM ERA				DISABLED	
	22-44	45-54	55+	Total	22-44	45-54	55+	Total	22-44	45-54
	18	19	20	21	22	23	24	25	26	27
1 Total Active Applicants	973,137	466,318	266,583	1,793,961	99,230	401,860	110,682	612,436	74,668	43,926
2 Veterans										
3 Males	852,560	447,191	260,415	1,577,277	93,768	390,280	108,772	593,407	62,781	41,424
4 Female	120,497	19,071	6,138	150,580	5,457	11,525	1,894	18,953	11,885	2,501
5 Youth										
6 Adult (22 and over)										
7 22 - 44										
8 45 - 54										
9 55 and over										
10 Econ Disadv Total	105,888	42,340	15,432	165,650	12,380	37,647	6,319	56,383	9,914	4,607
11 Welfare	23,073	8,266	2,362	34,122	2,845	7,218	983	11,054	1,593	694
12 Assessment Services	176,350	90,853	48,546	320,533	18,910	79,294	21,070	119,418	18,743	11,425
13 Interviewed	114,167	60,619	33,262	211,168	12,555	54,020	14,415	81,057	11,212	6,902
14 Counseled	65,859	35,413	18,819	121,781	7,251	30,304	8,133	45,742	8,275	5,232
15 Tested	17,749	6,056	2,022	26,341	1,352	5,194	1,040	7,596	1,604	702
16 Assigned Case Mgr.	32,357	18,514	8,560	60,114	3,231	15,041	3,957	22,246	8,340	4,875
17 Prov. Case Mgt. Ser.	19,193	10,266	4,123	34,054	2,009	8,712	2,022	12,751	6,243	3,330
18 Voc Guide Ser Provided	92,585	41,292	20,226	156,919	9,837	36,793	8,991	55,631	8,945	4,992
19 Referred to Other Serv	263,244	125,102	66,495	461,882	27,155	110,240	29,161	166,672	26,309	15,373
20 Referred to Skills Tr	63,448	32,007	16,294	113,926	6,889	28,562	7,533	43,022	7,839	4,465
21 Referred to Fed. Tr.	35,485	18,576	9,446	64,684	3,794	16,534	4,412	24,767	5,119	2,862
22 Referred to JTPA	21,629	13,270	7,381	42,892	2,574	11,777	3,371	17,742	2,029	1,409
23 Referred to Other Training	38,926	17,466	8,252	66,159	3,842	15,490	3,881	23,236	5,370	2,829
24 Referred to Educ Serv	17,220	7,360	3,539	28,623	1,795	6,438	1,610	9,847	2,194	1,157
25 Referred to Support Serv	232,606	109,685	58,263	406,600	23,932	96,492	25,478	145,995	22,899	13,535
26 Training Placements	12,507	5,608	2,309	20,819	1,264	4,955	1,188	7,410	2,848	1,256
27 Fed. Tr. Placements	8,082	3,610	1,488	13,445	811	3,183	775	4,772	2,192	833
28 Job Search Activities	578,932	272,957	147,684	1,015,046	57,487	241,086	63,070	363,504	48,475	28,191
29 Referred to Employment	501,171	216,513	104,472	834,185	51,554	191,075	46,892	289,876	40,749	23,106
30 Referred to Fed. Job	32,618	14,095	10,118	57,600	3,145	12,088	3,850	19,096	4,226	2,517
31 Referred to FCJL Job	168,809	70,085	28,507	271,058	16,512	62,365	14,477	93,503		
32 Referred to Perm Job (+150 Days)	473,641	202,993	94,220	782,379	48,450	179,681	43,171	271,643	38,742	21,914
33 Entered Employment	286,611	120,072	55,764	479,251	29,291	106,486	25,359	161,217	24,615	13,150
34 Placed Total	141,180	53,183	23,058	220,685	14,632	47,236	10,235	72,147	12,100	6,304
35 Placed (under 22)										
36 Placed (22-44)										
37 Placed (45 - 54)										
38 Placed (55 & over)										
39 Placed in Fed Job	4,379	2,249	2,059	8,748	480	1,944	752	3,176	822	507
40 Placed in FCJL Job	29,996	10,141	3,608	44,391	2,755	9,080	1,829	13,675		
41 Placed in Perm Job (+150 days)	120,834	43,702	18,037	185,448	11,999	38,869	8,193	59,095	10,393	5,285
42 Obtained Employment	171,876	76,299	35,990	298,351	17,413	67,779	16,731	101,961	15,023	8,063
43 Rec Some Report Serv	781,429	365,271	202,270	1,367,456	80,464	321,319	85,797	488,112	63,089	37,193
44 Assessment Serv Total	274,644	151,293	79,761	512,587	30,609	132,325	34,811	197,894	32,206	21,296
45 Interviewed	142,205	79,854	43,421	269,159	16,565	71,588	18,694	106,917	14,982	9,815
46 Counseled	103,357	59,632	31,633	197,050	11,731	51,194	13,955	76,941	14,271	9,839
47 Tested	23,068	8,042	2,623	34,409	1,760	6,853	1,326	9,951	2,106	1,006
48 Referred to Employment	2,230,813	975,571	393,347	3,646,956	235,789	857,106	185,861	1,279,739	196,778	114,115
49 Placed	183,020	76,679	31,113	294,744	21,200	68,401	13,946	103,600	15,624	8,772
50 Obtained Employment	208,787	91,510	42,185	357,426	21,207	81,424	19,653	122,324	18,559	9,858



National  
2/22/00

Program Year 1998

Quarter 4th

OMB No. 1205-0240  
Expires: 8/31/99

J

## VETERANS

Cumulative year-to-date	DISABLED		SPECIAL DISABLED				ELIGIBLE PERSONS			
	55+	Total	22-44	45-54	55+	Total	22-44	45-54	55+	Total
	28	29	30	31	32	33	34	35	37	37
1 Total Active Applicants	14,637	134,590	33,422	21,421	6,668	62,123	3,414	1,282	915	6,426
2 Veterans										
3 Males	14,279	119,452	27,645	19,930	6,467	54,487	1,589	353	313	2,623
4 Female	358	15,135	5,777	1,491	201	7,636	1,825	929	602	3,803
5 Youth										
6 Adult (22 and over)										
7 22 - 44										
8 45 - 54										
9 55 and over										
10 Econ Disadv Total	1,092	15,780	4,795	2,200	538	7,623	397	131	68	674
11 Welfare	106	2,394	513	261	39	817	199	34	15	289
12 Assessment Services	3,529	34,073	8,607	5,708	1,625	16,094	472	258	166	978
13 Interviewed	2,228	20,562	5,211	3,407	979	9,689	266	167	108	629
14 Counseled	1,626	15,305	3,806	2,720	811	7,410	203	115	69	400
15 Tested	177	2,506	672	316	71	1,067	43	36	10	91
16 Assigned Case Mgr.	1,366	14,706	4,514	2,785	706	8,070	38	34	17	92
17 Prov. Case Mgt. Ser.	835	10,493	3,786	2,033	492	6,354	26	17	9	54
18 Voc Guide Ser Provided	1,400	15,526	4,416	2,745	715	7,955	143	95	52	311
19 Referred to Other Serv	4,828	47,020	11,995	7,541	2,233	21,976	558	277	165	1,074
20 Referred to Skills Tr	1,301	13,769	3,707	2,251	604	6,621	163	86	54	326
21 Referred to Fed. Tr.	768	8,866	2,490	1,522	354	4,405	103	50	26	191
22 Referred to JTPA	455	3,933	839	642	199	1,690	66	32	23	125
23 Referred to Other Training	794	9,117	2,604	1,497	378	4,525	95	48	27	188
24 Referred to Educ Serv	314	3,702	1,087	593	142	1,841	47	30	11	98
25 Referred to Support Serv	4,254	41,268	10,356	6,602	1,967	19,103	465	226	136	883
26 Training Placements	288	4,446	1,724	771	163	2,684	32	19	6	73
27 Fed. Tr. Placements	197	3,264	1,402	551	111	2,087	26	14	2	54
28 Job Search Activities	9,020	86,561	21,832	13,647	4,041	39,910	1,214	571	394	2,372
29 Referred to Employment	6,969	71,582	17,514	10,928	3,095	31,865	1,443	563	340	2,666
30 Referred to Fed. Job	879	7,686	2,013	1,366	422	3,833	107	44	40	204
31 Referred to FCJL Job			6,878	4,310	994	11,978	280	122	220	487
32 Referred to Perm Job (+150 Days)	6,395	67,748	16,583	10,324	2,843	30,047	1,127	465	272	2,026
33 Entered Employment	3,767	41,976	10,542	6,188	1,614	18,531	710	275	162	1,295
34 Placed Total	1,758	20,395	5,353	3,077	815	9,339	325	107	69	555
35 Placed (under 22)										
36 Placed (22-44)										
37 Placed (45 - 54)										
38 Placed (55 & over)										
39 Placed in Fed Job	202	1,537	435	307	91	837	13	2	6	25
40 Placed in FCJL Job			1,487	819	191	2,510	47	15	20	75
41 Placed in Perm Job (+150 days)	1,413	17,297	4,586	2,589	667	7,929	256	82	55	431
42 Obtained Employment	2,270	25,617	6,226	3,691	925	10,953	453	191	113	860
43 Rec Some Report Serv	12,271	113,695	27,126	17,631	5,372	50,611	2,305	964	616	4,371
44 Assessment Serv Total	6,625	61,212	15,247	11,047	3,103	29,676	903	546	249	1,948
45 Interviewed	3,196	28,283	7,050	4,921	1,416	13,519	387	244	138	992
46 Counseled	2,947	27,323	6,877	5,258	1,503	13,749	383	230	93	730
47 Tested	238	3,370	872	455	94	1,431	75	48	14	140
48 Referred to Employment	29,492	347,521	81,764	53,363	12,903	149,349	7,864	2,949	1,323	13,892
49 Placed	2,326	27,011	6,919	4,249	1,055	12,345	420	136	85	714
50 Obtained Employment	2,686	31,529	7,674	4,527	1,087	13,425	625	245	141	1,203